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Before You Start

Purpose of This Document
This document explains how to use Amadeus Selling Platform Connect.
It describes the web-based booking functionalities offered by Selling Platform
Connect, covering the entire booking flow from defining customer profiles through
to searching, comparing, booking and e-ticketing.

Audience
This document is intended for travel agents who use Selling Platform Connect.

Related Reference Material
Product e-learning videos and other reference material are available on Amadeus
Service Hub.

Latest Version of This Document
1. Click here to view the User Guide in Amadeus Service Hub.
2. If you are asked to log in, select Travel Agency, then either:
   - Enter the Office ID, Agent sign (or User ID), and Password that you
     use to access Amadeus applications, then click on Sign in.
   Or:
   - If you are a first-time user, click on Register.
   Note: For more information on how to register, click on the How to
   register link.
3. Click on to view the guide in full screen.
4. Click on to download the .DOC (Word) version.
5. Click on to receive alerts each time that the page is updated.

Where to Go for Help
Online Help is available for Selling Platform Connect. To access it, click on the Help menu at the top of the main screen of the application.
Feedback on This Document

Your feedback is important, and it will help us to improve this document.
Please email us with your comments and suggestions:
learning@amadeus.com

What's New in This Document

<table>
<thead>
<tr>
<th>Area</th>
<th>Update</th>
</tr>
</thead>
</table>
| All Fares      | • If configured for your office, service fees and mark-up amounts are displayed in the shopping flow for Amadeus fare types, in addition to a new Margin filter. This information comes from Margin Manager.  
• Webfares have been renamed as Other Fare Types. |
| Australian Visa| An email address and at least one phone number is now mandatory for a visa application.                                                   |
| Booking File   | You can now price all services in graphic mode from the Special Services Requests (SSRs) section.                                     |
|                | See How to Price All Services on page 75.                                                                                              |
|                | There are three new options for copying information to a new Booking File:                                                               |
|                | • Copy Booking File with AXR link.                                                                                                     |
|                | • Copy passenger data only.                                                                                                           |
|                | • Copy itinerary elements only.                                                                                                        |
|                | See How to Copy Information to a New Booking File on page 65.                                                                         |
| Agency Phone (APA) | is now available in the General Contact section.                                                                                     |
| Information (API) | is now available in both the Passenger Contact and General Contact sections.                                                           |
| Move Miscellaneous | has been added to the types of manual bookings and manual offers.                                                                      |
|                | Refer to What Are the Types of Manual Booking? on page 98 and What Are the Types of Manual Offer? on page 103.                          |
| Manual segments | are now displayed in the Retrieve Booking File search results.                                                                      |

### Before You Start

<table>
<thead>
<tr>
<th>Area</th>
<th>Update</th>
</tr>
</thead>
<tbody>
<tr>
<td>Command Page</td>
<td>• You can now configure your Personal Settings to display the following options in either cryptic or graphic mode by default:</td>
</tr>
<tr>
<td></td>
<td>- TSM</td>
</tr>
<tr>
<td></td>
<td>- Refund</td>
</tr>
<tr>
<td></td>
<td>- Seat map</td>
</tr>
<tr>
<td></td>
<td>Refer to Getting Started With the Command Page on page 243.</td>
</tr>
<tr>
<td></td>
<td>• The line and column number of the cursor is displayed at the bottom of the Command Page window. In the case of a split screen, this display</td>
</tr>
<tr>
<td></td>
<td>refers to the active cursor.</td>
</tr>
<tr>
<td>Cross-sell Recommendations</td>
<td>Service recommendations now contain an option to add seats if a seat map is available and a seat does not already exist for the booking.</td>
</tr>
<tr>
<td></td>
<td>See How to Book a Baggage or Seat Recommendation on page 264.</td>
</tr>
<tr>
<td>Document Management</td>
<td>Quote documents can now be stored and retrieved as an additional document type.</td>
</tr>
<tr>
<td>Hotels</td>
<td>• All aggregators registered at office level can now be seen on the Aggregator Registration page, including those not registered at your sign level.</td>
</tr>
<tr>
<td></td>
<td>See Registering With Aggregators on page 131.</td>
</tr>
<tr>
<td></td>
<td>• When comparing hotels, you can now see the cancellation policy.</td>
</tr>
<tr>
<td></td>
<td>See Comparing and Saving Hotel Details on page 143.</td>
</tr>
<tr>
<td></td>
<td>• When entering the payment details for an Agency Account, you can now place the booking on hold for confirmation later. You can also set the date at which the booking is automatically cancelled if it has not been confirmed.</td>
</tr>
<tr>
<td></td>
<td>See Entering Traveller and Payment Details on page 164 and How to Confirm a Booking on Hold on page 150.</td>
</tr>
<tr>
<td>Legal Information</td>
<td>You can access the legal information using the <strong>Legal Notices</strong> link at the bottom of the sign-in page, or from the Help menu after you have signed in.</td>
</tr>
<tr>
<td></td>
<td>Refer to How to Display Legal Information on page 5.</td>
</tr>
<tr>
<td>Area</td>
<td>Update</td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| **Rail**                            | • **SNCF**: A warning icon in the Availability and Fares display indicates that the train has an unconfirmed schedule.  
  See Selecting a Fare on page 177.  
  • **SNCF**: If you select Fare Code from the Fare type drop-down menu, you can now enter a Congé Annuel fare code, such as CA52. This enables the Cheque-Vacances method of payment.  
  See Searching for Availability on page 173.  
  • **SNCF**: In Add/Exchange flows, you can now see any rail cards used in the initial booking, and any available in the traveller profile.  
  See Modifying, Cancelling, and Repricing Swedish Rail and SNCF Rail Segments on page 186.  
  • **Swedish Rail**: You must now cancel inbound and outbound fares separately.  
  See Modifying, Cancelling, and Repricing Swedish Rail and SNCF Rail Segments on page 186.  
  • **Swedish Rail**: You can now add a bound to an existing non-ticketed booking.  
  See Modifying, Cancelling, and Repricing Swedish Rail and SNCF Rail Segments on page 186. |
| **Seats and Services Graphic Catalogue** | • In the Passenger Information section, any Indian government Goods and Service Tax (GST) can now be added.  
  This tax is levied on all goods and services such as hotel, car, or insurance bookings for India and all flights departing from India, regardless of whether the point-of-sale is in India.  
  • In the Passenger Assistance/Wheelchair section, the Unaccompanied Minor (UMNR) option is now available.  
  • When closing the catalogue in Command Page, the RT cryptic command is launched so that you can now see the booked services immediately without having to manually enter RT. |
Chapter 1
Using Selling Platform Connect

Getting Started With Selling Platform Connect

Video: How to Start With Amadeus Selling Platform Connect
Launch

How to Display Legal Information
On the login page of Selling Platform Connect, click on the Legal Notices link at the bottom of the page.
Or:
After you have logged on, click on Help > Legal Notices on the main menu.

Managing User Access

How Are User Sessions Managed?
User sessions are managed using monosign functionality that prevents you from logging on to more than one session at the same time. Monosign is activated at user level.

If you try to log on to a second session using the same login credentials, you are notified that you are already logged in and the pre-existing session is highlighted.

You can then choose to enter different login credentials, or you can choose to force your sign in. If you force your sign in, the pre-existing session will be automatically closed with notification and you will be signed in to your new session.

Note: Any unsaved work will be lost in the pre-existing session if you force your sign in to a new session.
What Is Multiple Office Support?

If the site parameter is enabled, multiple office support grants you access to several different offices using the same username and password. This allows you to work on the Booking Files of different offices at the same time.

You can choose a different office during sign in, or sign in using the default office.

With a different site parameter, you can also change to other authorised offices after you sign in, which allows you to quickly switch between offices without going back to the login page each time.

You can switch to an office either within the same organisation or in another organisation provided that the office is authorised for your login areas.

Changing the office ID using multiple office support changes your Selling Platform Connect configuration to the one associated with that office.

What Is Two-Factor Authentication?

Two-factor authentication (TFA) is an additional security factor that can be enabled for signing in. TFA is used to demonstrate that you have access to the same email address or mobile number that is registered in the system.

After you enter your main credentials on the Welcome page, you must then enter a one-time password that was sent to your email address or mobile number. This registers the browser you are using.

TFA can be configured to be:

- Always enabled.
- Never enabled.

Your administrator can choose one of two means of TFA message delivery:

- Email
- SMS

What Is Digital DNA?

Digital DNA (DDNA) is a type of two-factor authentication based on the device (computer, mobile, and so on) that you use. The authentication works through the registration of your device in Amadeus Logon and Security Server (LSS), and a browser plugin (or extension).

What Is DDNA Self-Registration?

DDNA self-registration allows you to register a device to your Selling Platform Connect login without requiring the office administrator to access this device.

If your device is not already registered, you will be prompted to request a one-time password when signing in. A password is then sent to your office administrator, who should forward this to you.

You enter this password and then sign in as usual. The device is then registered with your login credentials for future sessions.

**Note:** DDNA self-registration must be activated for this process to occur.
How to Sign In

1. Enter your sign in details in the **Sign In** section of the login page.
   - To change the language from the default, refer to *How to Change the Language* on page 8.
   - To change the duty code from the default, refer to *How to Change the Duty Code* on page 9.
   - If you forgot your password, see *How to Reset a Forgotten Password* below.

2. Click on **Sign In**.
   - If monosign is activated and you are already signed into another session, select the **Force Sign In** check box to close your other session and continue to sign into a new session.
   - If you are prompted for two-factor authentication, enter the one-time password that was sent to your email address, re-enter your password and click on **Sign In**.

How to Reset a Forgotten Password

1. Click on the **Forgot your password?** link on the login page.
2. If you entered your office ID on the login page, it is displayed in the **Office ID** field. Otherwise, enter your office ID and click on **Next**.
3. Enter your user details, enter and confirm your new password, and click on **Reset Password**.
   - This sends an email with a link to confirm your new password.

4. Click on the link in the email and confirm your new password.

![Sign In Form](image)
How to Switch Between Offices After Signing In

**Note:** A multiple office support parameter must be enabled for this feature.

1. Click on the Office ID in the lower right-hand corner of the task bar.

   An Office ID pop-up window is displayed with a list of the offices available to you.

2. To filter the list of offices, enter part of the office ID in the text field of the pop-up window to display only the offices matching that part of the ID.

3. You can either:
   - Click on the office ID that you want to change to.
   - Or:
   - Type the full office ID in the text field and click on Connect.

   **Note:** Some login areas are not automatically displayed in the Office ID pop-up window. Therefore, if the office ID that you are trying to connect is not listed, you need to type the office ID in the text field and click on Connect.

   A new session for that office opens in another window or another tab of the same window without the need to sign in again.

How to Change the Language

To change the language from the default, select the language from the Language drop-down list on the Welcome page before you sign in.

**Note:** To change the language after you have signed in, you need to sign out and select the new language before signing back in.
How to Change the Duty Code

Select the duty code from the Duty Code drop-down list on the Welcome page (or type the new code in the Duty Code field) before you sign in.

How to Change Your Password

**Note:** A site parameter must be enabled to allow you to change your password.

1. Click on Settings > Account & Security > Change Password.

2. In the Change Password dialogue box, enter your first and last name, your username and your current password.

3. Enter your new password, confirm your new password and click on Change Password.

How to Sign Out

1. Click on File > Sign Out.
   Alternatively, click on the Sign out link in the upper-right corner of the screen next to your username.

2. In the Sign Out pop-up window, click on Sign Out to confirm the action.

**Note:** When a user session is locked due to inactivity for a prolonged period of time, the user is automatically logged out of the application.
Chapter 2
Profiles

Getting Started With Profiles

What Is Amadeus Profiles?

Amadeus Profiles allows you to search for, display, transfer, create and modify your customers' profiles. You can also define follow-up actions for each profile, as a reminder of tasks that you need to complete.

How to Access Amadeus Profiles

Click on the Retrieve Profile tab on the Main Page menu.

See also How to Retrieve a Profile on page 14.

Alternatively, you can access Profiles when you create a new profile.

See also How to Create a Profile on page 172.

What Is a Profile?

A profile is a record containing useful information about an individual traveller, group of travellers, company, or agency that can help you when you make a reservation.

Each time you make a booking, you can load information from a profile, eliminating the need to manually enter the information each time.

Four types of profiles are available.

<table>
<thead>
<tr>
<th>Profile</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company profile</td>
<td>This profile stores information about a company for which the agency provides travel services. Each company profile can have multiple traveller profiles associated to it. It can be linked to other company profiles within the same organisation and it can inherit travel policies.</td>
</tr>
</tbody>
</table>
### Profile | Description
---|---
**Traveller profile** | This profile includes the traveller's contact details, payment information, meal or seat preferences and any special service requests. It can be associated to company profiles. For business travellers, you can combine the travel policy stored within a company profile with the traveller's preferences stored in the traveller profile.

**Agency profile** | This profile stores information such as special phone numbers, remarks and preferred providers. You can set up an agency profile that contains information related to your own office ID. **Note:** Only one profile is allowed for each office ID.

**Group profile** | This profile stores information about a group of travellers such as a sports team or a family. Each group profile can have multiple travellers associated to it.

### Managing Profiles

**Example: Profile Page**

![Profile Page](image)

### How to Create a Profile

1. In the main menu bar of Selling Platform Connect, click on **File > New Profile** and select the profile type.

   For example, to create a Traveller profile, select **Traveller**. Alternatively, click on the **New Traveller Profile** button.

   A new profile page opens.

2. Complete the fields for the new profile.

   **Note:** Mandatory fields are highlighted in yellow.
Each tab in the profile page is used to store a specific category of information. For example, use the **Payment Data** tab to store payment details such as credit cards.

3. Click on + to add more than one entry for each element, for example, a telephone number.

4. Select **Preferred** next to the option to mark an option as preferred.

   A preferred option is displayed with a ⭐.

   **Note:** If the corresponding site parameters are enabled, you can define air, car, hotel, and rail preferences using the respective tabs. If the site parameters are not enabled, you will not see these tabs.

5. Click on the save icon  to save the new profile.

### How to Copy a Profile

1. Open a profile.
   
   The profile opens in edit mode.

2. In the **File** drop-down list, select **Duplicate**.
   
   The source profile page closes and a duplicate profile page is displayed. The duplicate profile inherits all data from the source profile, except for:

   - Name
   - IDs or reference numbers
   - Remarks

3. Complete all the fields as required.

4. Save the profile.

### How to Edit a Profile

1. Open the profile.
   
   The profile opens in edit mode.

2. Add, delete, or modify data as required.

   **Note:** You can update all data elements except for:

   - Customer Identifier. This number is generated automatically by the system when the profile is created. It is the profile unique identifier.
   - Owner of the profile. This item is generated by the system when the profile is created.
   - Profile history. This item is updated when the profile is saved.
   - Trips list of the profile.
   - Any field that has been predefined as non-editable.

3. Save the profile.
How to Enter Credit Card Details

1. Open a profile.
2. Select the **Payment data** tab.
3. Enter the credit card details in the **Form of payment** section.
   **Note:** To add a credit card, enter the cryptic format without FP at the beginning.
4. Save the profile.
   The credit card is added. Some of the credit card digits are hidden for security reasons.

How to Manager a Credit Limit

**Note:** You can only define credit limits if the corresponding site parameters are enabled.

1. Open the profile.
   You cannot enter credit limitations in a new profile.
2. Select the **Payment data** tab.
3. Enter the limit details in the **Credit Limit Management** section.
   - The **Customer Balance** field is automatically completed and shows the actual credit for the customer: the invoiced Financial Items minus the received payments.
   - In the **Credit Limit** field, enter the amount of credit that the customer is allowed.
   - In the **Threshold** field, enter the percentage based on the credit limit to receive a warning if exceeded.
4. Save the profile.
   When the credit limit or threshold is exceeded, a warning will be displayed in the invoice module.

How to Retrieve a Profile

1. In the **Retrieve Profile** area on the left, select the profile options for the search such as **Traveller** or **Company**.
2. Enter your search criteria.
   **Note:** To search for a deactivated profile, select **Deactivated only** from the **Profile Status** drop-down list.
3. Click on **Retrieve**.
4. To display a profile's details:
   - In the **Main Page**: Select the profile from the list in the **Retrieve Profile** area on the right.
   - In a profile page: Select the profile and click on **Open**, or double-click on the profile. A new tab page opens.
Profile Association

What Is an Associated Profile?

You can associate one profile to another profile to create a link between them.

A traveller profile can be associated to one or more company or group profiles.

A company profile cannot be associated to a group profile.

Note: You cannot create an association with a profile that has been deactivated.

How to Associate a Traveller Profile to a Group

1. Open a group profile.
   See How to Retrieve a Profile on page 14.
2. Select the Members Data tab.
3. Click on the Search icon.
   A pop-up window is displayed.
4. Enter the traveller name or the profile record locator.
5. If you want to search for a profile in another office, and provided that you have access rights to that office, enter the office in the **Office ID** field.

   If you do not enter an office ID, the search is done in the office that you are signed into.

6. **Click on Search.**

7. In the search results, select the traveller profile that you want to create the association with, and **click on OK.**

8. **Save the group profile.**

### How to Associate a Traveller Profile to a Company

1. **Open a profile.**

   See *How to Retrieve a Profile* on page 14.

2. **Select the **Personal Data** tab.**

3. In the **General Info** area, **click on next to the **Company Name** field to search for an associated company.**

   A pop up window is displayed.

4. Enter the company name or profile record locator, and **click on **Search.**

5. In the search results, select the company profile that you want to create the association with, and **click on **OK.**

   The traveller profile is updated with the selected information.

6. **Save the profile.**

   The name of the associated company profile is shown in the **Overview** tab. Clicking on this link opens the company profile.

### How to Cancel a Profile Association

1. **Open a profile.**

   See *How to Retrieve a Profile* on page 14.

2. In the **Personal Data** tab, **click on next to the **Company Name** field to remove the association between profiles.**

3. **Save the profile.**

### Managing Profile Information

#### Defining Preferences and Follow-up Actions

**How to Define Preferences in a Traveller Profile**

1. **Open the profile.**

2. **Select the tab for the preferences that you want to enter.**
If the corresponding site parameters are enabled, you can define air, car, hotel, and rail preferences using the respective tabs. If the site parameters are not enabled, you will not see these tabs.

3. Enter the preferences information.

4. Save the profile.

Note: Preferences entered in Profiles are not all available in the cryptic display. Preferences entered in cryptic via Travel Preference Manager are not available in Profiles.

What Is a Follow-Up Action?

A follow-up action is any action that you need to carry out by a set date in the future as part of your reservation tasks.

You use follow-up actions as a reminder.

Follow-up actions can be defined for each individual traveller profile.

Examples of follow-up actions that you can set up are:

- Check the traveller card details.
- Check the traveller document details such as the passport expiry date.
- Arrange insurance.
- Request a vegetarian meal.

This list is not exhaustive and you can define your own follow-up actions.

The type of profile determines the follow-up actions that you can set up.

For more information, see the profiles types table What Is a Profile? on page 11.

How to Define Profile Follow-Up Actions

1. Open a profile.
2. Go to the Remarks tab.
3. In the Follow Up section, specify the date and the type of action.
4. Click on ✦ to add an action.
5. Click on ✅ to remove an action.
6. Save the profile.

How to View Follow-Up Actions

1. In the Go To menu, select Profile Follow Up to retrieve a list of follow-up actions that are due today.
2. Double-click on a profile name in the list to view details of follow-up actions.
   The profile page opens. You can define or update a follow-up action in the Remarks tab.
3. Click on the Follow-up tab to return to the list of follow-up actions.
Merging Profile Displays

**What Is a Merged Display?**

A merged display is a display that contains aggregated data from the traveller, the linked company and the owning agency profile.

You can transfer data that is highlighted by indicators and identify the data source for each profile.

**How to Merge a Profile Display**

1. Open a profile.
2. Click on Merged Display in the Overview tab.

Storing Travel Document Information

**How to Store Travel Document Information**

1. Open a profile.
2. Select the Travel data tab.
3. In the Documents section, select the type of document and provide all the required information.
   
   **Note:** If you open the profile in cryptic mode, optional fields cannot be displayed.

   The Documents section is equivalent to the cryptic entries PAS, PIV, PCE and PID.

   **Note:** The information stored in the Documents section cannot be transferred to a Booking File.

   To transfer information to a Booking File, see *How to Store Travel Document Information via Special Needs* below.

4. Click on + to add additional document information entries to the profile.
5. Save the profile.

**How to Store Travel Document Information via Special Needs**

1. Open a profile.
2. Select the Air Preferences tab.
   
   **Note:** When you store documents information via Special needs, you create a SR DOCS segment that you can transfer to a Booking File.
   To create the SR (Special Request) in the profile, you enter the cryptic format.

3. In the Special needs section, select the type of information from the Type drop-down, and complete all the fields.
4. Enter the cryptic format into the Free text field.
5. Save the profile.
Using SSR Explosion

What Is SSR Explosion?

When you end transact a Booking File, an individual SSR element is added for each segment and transmitted to each airline in the Booking File.

How to Activate SSR Explosion

In the Air Preferences tab of a profile, select the Explosion Indicator check box.

See also How to Create a Profile on page 172 and How to Define Preferences in a Traveller Profile on page 16.

Displaying Profile History

What Is the Profile History?

The profile history is a record that contains information on the last 100 changes that you made to the profile.

For each profile, the system creates a profile history record.

The profile history record contains:

- The old and the new values.
- Date and time when the update took place.
- Office ID and agent sign of the person who made the modification or the external system ID that is responsible for the action.

To display the profile history, see How to Display the Profile History below.

How to Display the Profile History

1. Display the profile.
2. In the Overview tab of the profile, click on the History icon.

   The Profile History window opens.

Note: A maximum of 100 items (modified or deleted data) can be stored in the history record. When the maximum number is reached, as each new item is recorded in the history, the oldest item will be erased. The erased items are purged from the system and cannot be restored.
Importing and Transferring Profiles to a Booking File

Which Elements are Transferred From a Profile to a Booking File?

- Name
- Title
- Telephone number
- Mobile telephone number
- Email address
- DOCS (part of profile details)
- FQTV (part of profile details)

How to Transfer a Single Profile to a Booking File

1. Open the profile that you want to transfer.
2. If several profiles are listed in the search results, select the profile and click on the Transfer button.
   If only the profile you want to transfer is retrieved, it is opened automatically.
   Click on the Transfer icon in the Overview tab of the open profile.
3. In the Transfer pop-up window, either:
   Choose Transfer all data and click on Select to transfer all profile information.
   Or:
   Choose Selective transfer and click on Select to define the specific elements of the profile that you want to transfer:
   a) In the Overview tab of the profile, select the check box next to the elements that you want to transfer.
      The First Name and Last Name elements are automatically transferred. Therefore, these elements do not have check boxes.
   b) Click on Transfer.
Chapter 2  Profiles

Image: Selective Transfer Display in Profile Overview Tab

4. If you do not have a target Booking File open, a new Booking File opens with the profile name displayed in the Passenger and Contact Details section.

   If you already have one or more Booking Files open, the Transfer Profile pop-up window opens:
   a) Select one of the open Booking Files or you can choose to create a new one.
   b) Click on OK to transfer the profile to the chosen Booking File.

   The profile name is displayed in the Passenger and Contact Details section of the Booking File.

5. To save the Booking File, click on the Save icon.

   Or:

   Click on File > Save and Confirm (ER) in the main menu bar of Selling Platform Connect.

How to Transfer Multiple Profiles to a Booking File

1. Retrieve the profiles that you want to transfer. In the search results, select each profile that you want transfer and click on Select.

   The selected profiles are added to a hold list until your selections are complete.

   You can select up to nine profiles.

2. To delete a profile from the hold list, click on the Delete icon beside the profile name.

3. When the profile selection is complete, click on Transfer selection to Booking File.
Note: All data is automatically transferred for each profile. You do not have an option for the selective transfer of specific profile elements.

4. If you do not have a target Booking File open, a new Booking File opens with the profile names displayed in the **Passenger and Contact Details** section.

   If you already have one or more Booking Files open, the **Transfer Profile** pop-up window opens:

   a) Select one of the open Booking Files or you can choose to create a new one.

   b) Click on **OK** to transfer the profiles to the chosen Booking File.

      The profile names are displayed in the **Passenger and Contact Details** section of the Booking File.

5. To save the Booking File, click on the **Save** icon.

Or:

Click on **File > Save and Confirm (ER)** in the main menu bar of Selling Platform Connect.

### Why Import Profile Information Into a Booking File?

It allows you to import Advanced Passenger Information (APIS) from a profile that cannot be transferred from a profile (for example, the passport number).

### How to Import Profile Information Into a Booking File

**Note:** A passenger must already exist in the Booking File before you can import profile information.

1. In the **Passenger and Contact Details** section of the Booking File that you want to import information into, click on **Import from profile**.

   The **Import From Profile** pop-up window displays the list of passengers that are in the Booking File.

2. Optionally, enter the office ID in which you want to search.

   If you do not enter an office ID, the search is done in the office ID where you are logged in.
3. Click on the passenger name to search for the profile. 

Any matching profiles and their corresponding Record Locators are displayed in the Matching Profiles section.

If no matching profiles are found, it could be that:

a) The profile does not exist. In this case, you need to create the profile.

b) The profile is not in the office that you are searching in. In this case, you need to change the office using the Office ID field.

4. Click on Details for the matching profile to preview the information that will be imported:

- Passenger names
- DOCS (passport information)
- DOCA (destination/residence address information)
- DOCO (visa information)
- FQTV (frequent flyer) special service requests

5. Click on Import all eligible data.

When the import is complete, the profile is no longer highlighted in the Matching Profiles section.

6. If there is more than one passenger in the Booking File that you want to import profile information for, click on the passenger name and follow the above steps in the Import From Profile pop-up window.

Otherwise, close the Import From Profile pop-up window to return to the Booking File.

The passenger name in the Passenger and Contact Details section is now an active link that you can click on to directly access their profile from the Booking File.

Deactivating and Reactivating a Profile

When Do You Deactivate and Reactivate a Profile?

You deactivate a profile when it is no longer needed.

Deactivated profiles cannot be modified.

When a profile is deactivated, it remains inactive for a maximum of 30 days before it is permanently deleted. During this 30-day period, you can retrieve it and reactivate the profile if required.

How to Deactivate a Profile

1. Open the profile that you want to deactivate.

   See How to Retrieve a Profile on page 14.

2. Display the profile overview.
3. Click on **Deactivate** in the toolbar.

**Note:** When you deactivate a profile, any associated profile is also deactivated, unless the associated profile is also associated to a third profile. For these profiles, the association to the deactivated profile is deleted and noted in the profile history.

**How to Reactivate a Profile**

1. Retrieve the deactivated profile.
   
   See *How to Retrieve a Profile* on page 14.

2. Open the profile overview.

3. Click on **Reactivate** in the toolbar.
Chapter 3

Profile Manager

Getting Started With Profile Manager

What Is Profile Manager?

Profile Manager (previously called Profile Exporter Importer) enables the automated management of bulk profile data in the Amadeus Customer Server (CSX) database. You can:

• Export all traveller and company profile data from selected offices.
• Count all active traveller and company profiles in selected offices.
• Import profiles using specific profile data in a customised input file.
• Delete profiles based on their record locators.

Note: Profile updates using Profile Manager are not reflected in Open Profile Suite.
What Are the Prerequisites to Accessing Profile Manager?

You must have Logon and Security Server (LSS) credentials to access Profile Manager.

You also need to be granted permission from your administrator.

How to Access Profile Manager

Expand the **Tools** menu on the Main page of Selling Platform Connect and click on **Profile Manager**.

Creating the Input File

What Are the Accepted Input File Types?

- `.csv` (comma-separated value)
- `.xls` (Excel)
- `.xlsx` (Excel)
What Are the Technical Requirements for the Input File?

For a successful import or deletion, the input file should be ASCII-encoded and all the characters in the file must be compliant with the UTF-8 character set.

If the input file is ASCII-encoded but some characters in the file are not ASCII-supported, the import or delete process will result in an error (for example, Wrongly Encoded Import File). This is because the processing of such a file could result in some profiles containing invalid data or result in profile corruption.

File Name

The allowed file name characters are letters, numbers, full stops (.), commas (,), underline (_), and dashes (-).

Note: Ensure that there are no spaces in the file name. The import will fail if the file name contains a space.

File Content

• The file should contain either all traveller profiles or all company profiles. There should not be a mixture of traveller and company profiles in the same input file.

• For input files containing company profiles, duplicated company names are not allowed.

What Is the Required Input File Structure?

The input file contains a 3-row header, followed by a row for each profile. A profile contains elements, and each element contains items. Each column of the file represents a profile field.

![Image: Input File Structure]

1. **Profile level**: Defines which profile the information below applies to. For example, *MainProfile*.

2. **Element level**: Defines which element the information below applies to. For example, *UniversalName*.

3. **Item level**: Defines which item the information below applies to. For example, *FirstName*.

4. Each row below the 3-row header represents a traveller or company profile. All profiles within the same input file must be either all company profiles or all traveller profiles. It is not possible to import a file that contains a mixture of traveller and company profiles.
What Are the Mandatory Input File Elements for Creating Profiles?

Traveller Profile

The input file requires the following mandatory elements to create a traveller profile:

- OfficeID.Value
- UniversalName.LastName
- UniversalName.FirstName

![Mandatory Elements for a Traveller Profile](image)

Company Profile

The input file requires the following mandatory elements to create a company profile:

- OfficeID.Value
- CompanyName.Value

![Mandatory Elements for a Company Profile](image)

What Are the Mandatory Input File Elements for Updating or Deleting Profiles?

The input file requires the following mandatory element to update either a traveller or company profile:

- ProfileID.Value
Example: Element to Update the Gender in a Traveller Profile

<table>
<thead>
<tr>
<th>MainProfile</th>
<th>ProfileID</th>
<th>Gender</th>
<th>Value</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>03CKQ1</td>
<td>Female</td>
</tr>
</tbody>
</table>

**Note:** You can define which specific elements of a profile to update. To avoid updating other elements, exclude the corresponding columns for these elements from the input file.

### Opening and Saving the Input File

<table>
<thead>
<tr>
<th>Application</th>
<th>Recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>OpenOffice</td>
<td>How to Open a .csv File in OpenOffice</td>
</tr>
<tr>
<td></td>
<td>Select:</td>
</tr>
<tr>
<td></td>
<td>• Character set = Unicode (UTF-8)</td>
</tr>
<tr>
<td></td>
<td>• Separated by = Comma</td>
</tr>
<tr>
<td></td>
<td>• Column type = Text</td>
</tr>
</tbody>
</table>

![OpenOffice CSV Import](image)

**How to Save a .csv File in OpenOffice**

- When you save the file in .csv format, it is saved in UTF-8 encoding.
### Application

<table>
<thead>
<tr>
<th>Microsoft Excel 2013</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>How to Open a .csv File in Microsoft Excel 2013</strong></td>
</tr>
</tbody>
</table>

1. Go to the **Data menu** tab > **Get External Data** > **From Text** and navigate to the file you want to import.
2. In the **Text Import Wizard**, select:
   - Original data type = **Delimited**
   - File origin = Unicode (UTF-8)
3. Click on **Next**.

![Text Import Wizard - Step 1 of 3](image1.png)

4. Select:
   - Delimiters = **Comma**
   - Text qualifier = **Double-quote**
5. Click on **Next**.

![Text Import Wizard - Step 2 of 3](image2.png)

6. Select the **Column data format** as **Text** and click on **Finish**.
Chapter 3   Profile Manager

7. In the Import Data pop-up window, select **Existing worksheet** and click **OK**.

### How to Save a .csv File in Microsoft Excel 2013
- Select **CSV (Command delimited *.csv)** as the file type when saving.

### How to Open a .csv File Using NotePad++
- You can download the free text-editor software from [here](#).

### How to Save a .csv File Using NotePad++
1. On the Encoding menu, select **Encode in UTF-8**.
2. Select .csv as the file type when saving.

---

### Managing Traveller and Company Profiles

**What Happens When Profiles Are Imported?**

When an import is processed, the profiles in the input file are either created or updated depending on the presence of a record locator for the profile:

- If there is a record locator for the profile, the import action updates the profile.
- If there is no record locator for the profile, the import action creates the profile.
How to Import Profiles
1. Enter a request name.
   The name must be composed of letters or numbers without any spaces (maximum 40 characters).
2. Select Import from the Use Case drop-down menu.
3. Select either Traveller or Company from the Profile Type drop-down menu.
4. Click on Choose file and add the input file containing the profiles. See also What Are the Technical Requirements for the Input File? on page 27 and What Are the Mandatory Input File Elements for Creating Profiles? on page 28.
5. Click on Send Request.
   This triggers a new row in the Request History panel.
6. Click on Output File in the Request History panel to access the results of the count.
7. In case of any errors, click on Error File to see the profile data for which the import failed.

How to Count All Active Profiles for Each Office
1. Enter a request name.
   The name must be composed of letters or numbers without any spaces (maximum 40 characters).
2. Select Count from the Use Case drop-down menu.
3. Select either Traveller or Company from the Profile Type drop-down menu.
4. Enter the Target Office ID and click on Add.
   Repeat to add more than one office.
   Alternatively, enter all office IDs separated by a comma and then click on Add.
5. Expand the Advanced Options section to define further input criteria.
6. Click on Send Request.
   This triggers a new row in the Request History panel.
7. Click on Output File in the Request History panel to access the results of the count.
   Note: If you do not see the Output File option, the process was not successful. Review the status message and re-try.

How to Export Profile Data
1. Enter a request name.
   The name must be composed of letters or numbers without any spaces (maximum 40 characters).
2. Select Export from the Use Case drop-down menu.
3. Select either Traveller or Company from the Profile Type drop-down menu.
4. Enter the **Target Office ID** and click on **Add**.
   Repeat to add more than one office.
   Alternatively, enter all office IDs separated by a comma and then click on **Add**.

5. Expand the **Advanced Options** section to define further input criteria.

6. Click on **Send Request**.
   This triggers a new row in the **Request History** panel.

7. Click on **Output File** in the **Request History** panel to access the results of the export.

8. In case of any errors, click on **Error File** to see the profile data for which the export failed.

**How to Delete Profiles**

1. Enter a request name.
   The name must be composed of alphanumeric characters without any spaces (maximum 40 characters).

2. Select **Import** from the **Use Case** drop-down menu.

3. Select either **Traveller** or **Company** from the **Profile Type** drop-down menu.

4. Click on **Choose file** and add the input file containing the profiles. See also **What Are the Technical Requirements for the Input File?** on page 27 and **What Are the Mandatory Input File Elements for Updating or Deleting Profiles?** on page 28.

5. Click on **Send Request**.
   This triggers a new row in the **Request History** panel.

6. Click on **Output File** in the **Request History** panel to access the results of the count.

7. In case of any errors, click on **Error File** to see the profile data for which the deletion failed.

**How to Refresh the Request History**

Click on **Refresh History** to check the progress of the most recent request.

The processing time depends on the number of profiles.
Chapter 4

Air

Getting Started With Air

What Is Air?

Air is a web-based graphical flight reservation tool within Selling Platform Connect that allows you to search for and book flights using the following options:

- Availability
- Schedule
- Timetable
- All fares
- Fare display
- Informative pricing
- Itinerary pricing
- Direct sell
- Ghost, passive and information segment sell

You access the Air module from the Booking File Overview page.

Video: How to Book a Flight

Launch

Understanding Fare Families

What Is a Fare Family?

A Fare Family is a category of fares that is grouped by fare conditions and optional services.

Access to Fare Families allows you to:

- See the name of the airline Fare Family per bound.
• See what is included in a fare, such as baggage, meal, and seat selection services.

See also How to Display Details of a Fare Family Recommendation on page 45 and How to Propose a Fare Family Upgrade on page 46.

How Is Fare Family Information Displayed?

The Fare Family name and important attributes, such as whether the fare is exchangeable or refundable, are displayed in the Available Fares section of Itinerary Pricing after any pricing transaction. The applicable meal, baggage and seat assignment details are also displayed.

The full Fare Family description is displayed by clicking on the link entitled See Full Description.

See also Example: Upgrade Offers in Itinerary Pricing on page 57.

Managing Travel Policies in Air

What Is Travel Preference Manager?

Travel Preference Manager (TPM) is used to manage travel policies in Air, Car, and Hotel.

These travel policies are defined through rules that are grouped as either preferences or exclusions.

Policies can be defined at three levels:
• Traveller
• Company
• Agency

If the site parameter for air policies is enabled, policy information is applied to the flight display without any biasing of results.

Which Search Types Support TPM Policies?

TPM policies are currently supported by the following Air searches:
• Availability (AN)
• Schedule (SN)

How Is Policy Information Displayed?

Search Page

If an agency profile was created for the office and a traveller profile is loaded, a Policy panel is displayed on the Search page for all search types.

This panel contains the traveller, company and agency profile data.

The panel also contains the Trip Reason and Apply Policies options if the corresponding site parameters are activated.
Search Results Page

Policies can be applied to an airline, booking class or airport.

Any recommendations that are out of policy are greyed out.

You can choose to filter the search results according to company, traveller or agency policies.

You can also choose to show all results (both In and Out of Policy) or show only the results that are preferred or in policy.

Example: Search Results with Policy Filters

Finding Flights Using an Availability Search

What Is an Availability Search?

An availability search displays a list of available or scheduled flights for up to 16 city pairs on given dates. You can define additional search options to help return the most accurate results for your search.

Example: Using an Availability Search
How to Find Flights Using an Availability Search

1. Select the **Availability (AN)** option in the **Search By** drop-down list.
2. Enter the search criteria.
3. Using the autocomplete functionality from the drop-down box, specify the cabin class. You can either enter the one-letter cabin class code or the first letter of the cabin class name. For example, to specify a cabin class for Business, you can either enter C (the class code for Business) or B (the first letter of the class name):
   - **F** - First
   - **C** - Business
   - **Y** - Economy including Economy Premium
   - **W** - Economy Premium
   - **M** - Economy without Economy Premium
4. To search for direct flights only, select the **Non-Stop Flights** check box.
5. To refine your search, such as the number of seats you are searching for, request a 7-day search or sort the results display, click on **More Search Options** and choose the additional search criteria.
6. If a traveller profile is loaded and an agency profile was created for the office, a **Profile** panel is displayed on the **Search** page.
   - Choose the trip reason and select the **Apply Policies** check box in the **Profile** panel to apply policies to the search.
   - **Note:** To apply policies, the AIR POLICIES site parameter must be activated.
7. Click on **Search**.
8. To access extra flights matching your criteria other than the ones listed in the initial availability display, click on **View the Remaining Flights**.
9. To book a seat on a waitlist or with any other specific action code, click on **Book with More Option(s)**.
10. To view the available flights for the previous day or the next day, click on **Previous Day or Next Day**.
11. To view flight information, click on the flight number in the **Flight** column.
12. To view policy information, mouseover the **Policies Defined** link.
13. To filter the results based on in-policy and out-policy, use the **Show** drop-down menu.
14. To apply filters based on profile type, click on the **Company, Traveller** or **Agency** tab.

**What Is Direct Access?**

Direct access allows you to access the real-time seat availability display of airlines that have a direct access agreement.

You can see the last available seat for a flight. Therefore, you can avoid an airline rejecting a booking when you click on **Save and Confirm**.

**Note:** When you request a direct access display, you only have three minutes to complete the booking. A timer is displayed to show the remaining time while you are making the booking.
Example: Direct Access Display

1. Click on the Direct Access link for the chosen flight in an Availability display.
   
   **Note:** The Direct Access link is only available for airlines that have a direct access agreement.

2. Select the booking class.

3. If needed, update the number of seats.
   
   By default, the number of seats displayed corresponds to the number of passengers in the Booking File. If there are no passengers in the Booking File, the number is set to 1.

4. To add or update the booking action code, click on Book with More Options and enter the new code.

5. Click on Book.

Finding Flights Using a Schedule Search

**What Is a Schedule Search?**

A schedule search returns all possible flights operated by all airlines matching the requested search criteria. The results of a schedule search shows both available flights and closed flights/classes.
Example: Using a Schedule Search

How to Find Flights Using a Schedule Search

1. Select the **Schedule (SN)** option in the **Search By** drop-down list.
2. Enter the search criteria.
3. Using the autocomplete functionality from the drop-down box, specify the cabin class. You can either enter the one-letter cabin class code or the first letter of the cabin class name. For example, to specify a cabin class for Business, you can either enter C (the class code for Business) or B (the first letter of the class name):
   - **F** - First
   - **C** - Business
   - **Y** - Economy including Economy Premium
   - **W** - Economy Premium
   - **M** - Economy without Economy Premium
4. To search for direct flights only, select the **Non-Stop Flights** check box.
5. To refine your search, such as the number of seats you are searching for, request a 7-day search or sort the results display, click on **More Search Options** and choose the additional search criteria.
6. If a traveller profile is loaded and an agency profile was created for the office, a **Profile** panel is displayed on the **Search** page.
   - Choose the trip reason and select the **Apply Policies** check box in the **Profile** panel to apply policies to the search.
   - **Note:** To apply policies, the AIR POLICIES site parameter must be activated.
7. Click on **Search**.
8. To access flights matching your criteria other than the ones listed in the initial schedule display, click on **View the Remaining Flights**.
9. To book a seat on a waitlist or with any other specific action code, click on **Book with More Option(s)**.
10. To view flights for the previous day or the next day, click on **Previous Day or Next Day**.

11. To view flight information, click on the flight number in the **Flight** column.

12. To view policy information, mouseover over the **Policies Defined** link.

13. To filter the results based on in-policy and out-policy, use the **Show** drop-down menu.

14. To apply filters based on profile type, click on the **Company**, **Traveller** or **Agency** tab.

### Finding Flights Using a Timetable Search

**What Is a Timetable Search?**

A timetable search returns a list of flights and airlines for a specific origin and destination on a given date. The results show a list of flights for seven days from the date specified in the search. For each day, a green tick shows the availability or a red cross shows the unavailability of the flight corresponding to that day.

**Example: Using a Timetable Search**

![Timetable Search Example](image)

**How to Find Flights for a City Pair Using a Timetable Search**

1. Select the **Timetable (TN)** option in the **Search By** drop-down list.

2. Enter the search criteria and click on **Search**.

3. To view the available flights for the previous day or the next day, click on **Previous Day or Next Day**.

4. To view flight information, click on the flight number in the **Flight** column.
Finding Flights Using All Fares

What Is All Fares?

All Fares is a fare-driven Air booking tool. It allows you to search for fares distributed through the Amadeus GDS or outside it (such as non-GDS and light ticketing carriers).

Example: All Fares

What Are the Different Fare Types?

You can search for both Amadeus GDS fares and non-GDS fares. It is important to understand each fare type before you perform a search.

Amadeus Fare Types

Amadeus fare types are fares that are available through the Amadeus GDS. They include public fares and private fares. Any light ticketing fares distributed through the Amadeus GDS are also included.

Note: Light ticketing carriers cannot be booked with any other carrier in a Booking File.
Other Fare Types

Other fare types are fares that are not available through the Amadeus GDS. These fares can either be accessed by any travel agent (public fares) or be restricted to registered travel agencies where credentials are required (negotiated fares).

What Is a Fare Family?

A Fare Family is a category of fares that is grouped by fare conditions and optional services.

Access to Fare Families allows you to:

- See the name of the airline Fare Family per bound.
- See what is included in a fare, such as baggage, meal, and seat selection services.

See also How to Display Details of a Fare Family Recommendation on page 45 and How to Propose a Fare Family Upgrade on page 46.

Searching for Fares

How to Search for a Fare

1. Select a One-way, Round-trip or Multi-destination search mode.
2. Enter the travel itinerary.
   You can define a cabin for each bound of the itinerary.
3. If the Radius option is enabled, select a radius for alternative cities or airports for a round trip or one-way trip only.
   Note: Some alternative cities or airports within the selected radius may be found in a neighbouring country. The alternate airport option is not compatible with Other fare types (non-GDS).
4. In the Search Options section, select what you want to display in the search results such as:
   - Calendar View (see How Are Recommendations Displayed in Calendar View? on page 48).
   - One-way Fares if you are searching for one-way fares to book a return trip.
     If you choose an open-jaw itinerary, you cannot select the One-way Fares option or the Other Fare Types option.
   - Non-stop flights if you want a direct flight.
   - PSR to calculate and include agency fees in the prices.
5. Choose the types of fares to include in the search.
   - To search for Amadeus fares only (including light ticketing and SSR Epay carriers if available), select the required options in the Amadeus Fare Types section and ensure that you clear all options in the Other Fare Types section.
   Note: If you include Corporate Codes, light ticketing carriers are still included in the search but only the first corporate code will be taken into account for these carriers.
- To search for Other fares only (non-GDS), select the required options in the Other Fare Types section and ensure that you clear all options in the Amadeus Fare Types section.

6. Select the passenger types and numbers.

7. To change your search options or define additional ones, such as include alternate airports or display the fares in a specific currency, click on More Search Options > Change Your Search Options and make your selection.

8. Define the number of results displayed by selecting an option from Display 3, 5, 10, 20 or All Flights.
   
   **Note:** This only needs to be done once. Thereafter, the search results will always display the option you have selected.

9. Click on Search.

**Explanation: Recommendations Display**

**Display Tabs**

Depending on the options selected, the recommendations display is divided into several tabs: All, Amadeus, Other, and One Way Fares. Fare conditions can be accessed from any of these tabs.

**Note:** Prices do not include any credit card fees. These fees can potentially be added to the price when the booking is finalised and a form of payment is present in the Booking File.

**Table: Search Results Tabs**

<table>
<thead>
<tr>
<th>Tab</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>All</td>
<td>The All tab shows all returned recommendations for both GDS and non-GDS fares.</td>
</tr>
<tr>
<td>Amadeus</td>
<td>The Amadeus tab lists only GDS results and is displayed by default.</td>
</tr>
<tr>
<td>Other</td>
<td>This tab lists only non-GDS results, and it is only displayed if it contains results.</td>
</tr>
<tr>
<td>One-Way Fares</td>
<td>If you include the One Way fares option in your search, the results are displayed on a separate One Way Fares tab. This tab lists the one-way fares returned by both the GDS and non-GDS websites.</td>
</tr>
</tbody>
</table>

**Fare Families**

If a Fare Family has been filed by the airline, the Fare Family name is displayed in the recommendation header.

A Baggage icon is displayed when there is a free baggage allowance for all bounds of the recommendation.

A Standard seat assignment icon is displayed if the standard seat assignment service is included in the Fare Family for all bounds of the recommendation.

A Premium seat assignment icon is displayed if the premium seat assignment service is included in the Fare Family for all bounds of the recommendation.
A Meal icon is displayed if a meal is included in the Fare Family for all bounds of the recommendation. Bar drinks and non-alcoholic drinks are not considered as meals.

Operating Carrier and Codeshare Flights

The operating carrier name is displayed below each flight recommendation in the search results so that any codeshare flights are immediately visible.

Explanation: Recommendations Display With Fare Families

How to Display Flight Information For a Recommendation
Click on the flight number of the recommendation.

How to Expand a Recommendation
Click on the departure time for the recommendation that you want to view the details of.

Alternatively, click on the Down arrow icon in the recommendation heading.

How to Collapse a Recommendation
Click on the Up arrow icon in the recommendation heading.

How to Display Details of a Fare Family Recommendation
In an expanded recommendation, click on the panel with the Fare Family name and price.
How to Propose a Fare Family Upgrade

In the expanded detailed view for a Fare Family, select the upgrade option and click on **Propose an offer**.
How to Modify Your Search Options

1. In Your air search options, click on More search options.
2. Click on Change your search options and select the options that you want to display by default in Your air search options.
3. Click on Apply these options to update the Search panel.
Example: Modifying Your Search Options

How to Filter the Recommendations Display

1. On the search results display, click on the Filter tab if it's not already expanded.
   
   **Note:** When you select a filter option, only the results that match the selected filter(s) remain displayed. If you deselect a filter, the list of results is updated automatically.

2. Enter the required labels or codes using the autocomplete drop-down boxes.

3. Use the sliders (or enter a range) to specify a range of values where applicable.

4. For check box options, select accordingly.

5. If you have selected any filters, click on Remove all Filters if you wish to reset the filter selection.

How Are Recommendations Displayed in Calendar View?

Calendar View displays recommendations for flights departing and returning three days before and after the requested dates.

**Note:** The +/-3 day view applies to all fare types, whether GDS or non-GDS. Some of the non-GDS carriers do not fully support the calendar option. In such a case, the travel agents can click on the link displayed in the calendar to update the missing information.

The matrix displays information such as fare price, fare type (Amadeus or Other), airline, booking class and fare conditions.

If a Fare Family has been filed by the airline, the Fare Family name is shown at the bottom of the screen. To view details, hover the mouse over the Fare Family name (for example, Basic).

Information is also displayed on the baggage allowance, meal, and seat assignment. To view details, hover the mouse over the More Information links.
Example: Calendar View

How Are Recommendations Displayed for One-Way Fares?

The search results display is divided into the Outbound, Inbound and Itinerary summary panels.

When you select an outbound flight, the itinerary summary panel is updated with the flight information and the outbound price, along with any ticketing fees (if a validated PSR has been selected in the search panel). The total price is not displayed until an inbound price is also selected.
What Is an Offer?

An offer is a proposal of a non-guaranteed price or availability that you create for your customer. Several offers can be proposed and stored for up to 30 days, after which they expire.

An air offer is created differently depending on the search mode used:

- **One-way search**: One offer is created with one bound.
- **Round-trip search**: One offer is created with two bounds (outbound and inbound).
- **Multi-destination search**: One offer is created with multiple bounds.
- **One-way fares search**: Two offers are created one-by-one (outbound and inbound).

How to Propose an Offer

1. Search for a fare.
2. Select a flight on the search results display.
3. Click on Propose an offer.

**Note**: You cannot create an offer for non-GDS fares or light ticketing carriers. Therefore, the Propose an offer button is not available if you select any of these options in your search.
How to Exclude a Website From the Search

1. In the **Your air search options**, click on **Selected** next to the **Public Fares** option.
2. In the **Other - Public Fares** pop-up window, clear the appropriate check box to exclude a website.
3. Click on **Save and close**.

Why Add Credentials for Non-GDS Negotiated Fares?

Business websites must be registered with your agency. After registration, you are provided with login details (credentials) specific to that site. You can configure these credentials in All Fares to allow Amadeus to access these business websites and retrieve your fares when performing a search for fares.

How to Add Credentials for Non-GDS Negotiated Fares

1. In **Your air search options**, click on **Selected** next to the **Negotiated Fares** option.
2. In the **Negotiated Fares** pop-up window, select the appropriate website, complete the required fields, and click on **Add**.
3. Click on **Save and close**.

   **Note:** *Negotiated contract* is for your agency internal usage only and is not communicated to the carrier website. This enables you to distinguish credentials that apply to the same website (carrier) between agencies.

How to Search for Non-GDS Carriers From the Command Page

1. In the Command page, enter an availability search query and press **Enter**.
2. The system displays the availability results. If light ticketing carriers are operating on the requested itinerary, the **Search for More Fares** pop-up displays which providers have availability for this route.
3. Click on **Check** to move to All Fares and enter the search criteria.
Example: Searching for Non-GDS Carriers From the Command Page

Managing Your Booking

How to Make a Booking

Note: If you exit All Fares to modify the Booking File during a booking, you must restart the complete booking flow when you return to All Fares.

1. Search for a fare (See How to Search for a Fare on page 43).

2. On the search results display, use the Filters option to refine your results. For more information, refer to How to Filter the Recommendations Display on page 48.

3. Select the flights you want to book.
   
   This will provide the baggage allowance and fares information (except for light ticketing and non-GDS carriers). For example, it provides the cancellation or modification fee, or whether baggage is included in the fare or not.
   
   Note: Depending on the carrier, the baggage allowance may be defined by maximum weight or number of pieces allowed.

4. To view the fare information:
   
   - Click on the fare in the blue menu bar to view the fare information.
   
   - Click on Fare conditions to view the fare conditions.
   
   - Click on Fare details to view the ticket image.
   
   - Click on the Fare family name to view the full fare family description.

5. To proceed with your selection, click on Book.
6. On the **Traveller and Payment** page, enter the traveller and payment information.

   If there is an active Booking File, traveller information is prefilled in the required fields.

   **Note:** If you are booking an Interjet flight and the form of payment is by American Express card you will need to specify a full address and zip code.

7. If Open Profile Suite is enabled, you can transfer a profile to the **Traveller and Payment** page:

   - Click on **Retrieve profile**.
   - Enter the search criteria and click on **Search**.
   - Select the profile in the search results and click on **Transfer**.

8. When a non-GDS fare has been selected, click on **Update Price** to update the credit card and services fees. This step is mandatory before finalising the booking.

9. To confirm the booking, click on **Send reservation request**.

   A complete breakdown of the booking is provided showing any additional fees. The TST reflects the local currency and the currency of the fare basis, regardless of the currency used during the fare search.

10. To review or add ancillary services, click on **Add Seats and Services**.

11. To complete the booking, click on **Go to Booking File**.

   **Note:** If you are reserving a non-GDS fare with the **Pay Later** option, the booking will be held for 24 hours depending on the airline website and will automatically be cancelled by the carrier once this time limit is reached. A TKTL element will be associated to the ghost segment in the Booking File.

### Displaying Available Fares for a City Pair

**What Is a Fare Display?**

A fare display allows you to display the available fares for a city pair. You can access YY fares and published fares and view the fare conditions and price breakdown for each fare.
Example: Fare Display

![Fare Display Image]

How to Display Available Fares for a City Pair

1. Select the Fare Display (FQD) option in the Search By drop-down list.
2. Enter the search criteria.
3. Using the autocomplete functionality from the drop-down box, specify the cabin class. You can either enter the one-letter cabin class code or the first letter of the cabin class name. For example, to specify a cabin class for Business, you can either enter C (the class code for Business) or B (the first letter of the class name):
   - F - First
   - C - Business
   - Y - Economy including Economy Premium
   - W - Economy Premium
   - M - Economy without Economy Premium
4. If you want to display the fares for a specific airline only, enter the airline code. Up to three airlines can be specified for a search.
   If you do not enter an airline, the results will show the available fares for all airlines provided you do not request YY fares.
5. To request YY fares, select the YY Fares check box under More Search Options.
6. To refine your search, add a fare request type or specify any fare restrictions, taxes or fees, select the additional search options under More Search Options.
7. Click on Search.
Pricing an Itinerary Using Informative Pricing

What Is Informative Pricing?

Informative pricing enables you to price an itinerary without having a segment or passenger in the Booking File. You can view the fare conditions and price breakdown for each fare on the search results page.

Note: If TLA carriers are returned when performing an informative pricing, you will only be able to view the fare conditions. Any credit card fees and onward booking (OB) fees will not be displayed for these fares.

Example: Informative Pricing

How to Price an Itinerary Using Informative Pricing

1. Select the Informative Pricing (FQP) option in the Search By drop-down list.
2. Enter the search criteria.
3. To refine your search, such as add a passenger type, fare type, taxes or fees, click on More Search Options and select the additional search options.
4. Click on Search.
5. Select a fare to display its ticket image.

Pricing an Itinerary Using Itinerary Pricing

What Is Itinerary Pricing?

Itinerary pricing enables you to price an itinerary with a list of applicable fares based upon your search criteria where one or more passengers are present, along with at least one segment in the Booking File.
The itinerary can also be priced with no passengers present in the Booking file, if this option is enabled.

You can view the passengers and segments in the **Air Pricing Options** page.

### What Are the Different Pricing Modes in Itinerary Pricing?

<table>
<thead>
<tr>
<th>Pricing Mode</th>
<th>Description</th>
</tr>
</thead>
</table>
| Price - No TST (FXX) | Prices the segments in the Booking File and their associated passengers in the best available fare for the given booking class. If the **Price Without Passenger** site parameter is enabled, you can price the itinerary even if:  
- There is no passenger in the Booking File.  
- There is a passenger in the Booking File but you do not select them. |
| Lower Fares - No TST (FXA) | Requests any cheaper fares that are available with a rebook option. It also allows you to request a specific cabin in the pricing. If the **Price Without Passenger** site parameter is enabled:  
- You can price the itinerary even if there is no passenger in the Booking File.  
- However, if there is a passenger in the Booking File, they must be selected to allow the pricing. |
| Lowest Possible Fare - No TST (FXA/LO) | Requests the lowest fare possible with the **Best Pricer** function. It also allows you to request a specific cabin in the pricing. Returns one fare recommendation per passenger type that can be selected and confirmed. If the cheapest fare is not available, it also returns the lowest fare possible per passenger type but that is not available. If the **Price Without Passenger** site parameter is enabled:  
- You can price the itinerary even if there is no passenger in the Booking File.  
- However, if there is a passenger in the Booking File, they must be selected to allow the pricing. |
| Price - With TST (FXP) | Prices the segments in the Booking File and their associated passengers without specifically requesting the cheapest fare. If only one fare applies, the TST is automatically created and a message is displayed to confirm this. If there is no passenger in the Booking File, pricing is not possible. |
| Book Lowest Fare - With TST (FXB) | Requests the lowest available fare with the **Best Pricer** function. Automatically rebooks the itinerary in the booking classes corresponding to the fare and creates a TST. If there is no passenger in the Booking File, pricing is not possible. |
| Book Lowest Fare - Without TST (FXR) | Requests the lowest available fare with the **Best Pricer** function. Automatically rebooks the itinerary in the booking classes corresponding to the fare but no TST is created. If the **Price Without Passenger** site parameter is enabled:  
- You can price the itinerary even if there is no passenger in the Booking File.  
- However, if there is a passenger in the Booking File, they must be selected to allow the pricing. |
How to Price an Itinerary Using Itinerary Pricing

1. Select the passengers (if available) or the segments to price.
2. Specify any advanced options such as Fare Type, Taxes, Surcharges or Fare Restriction Type to further narrow the pricing options.
3. Select the Pricing Mode to Apply, for example: Price - No TST (FX).
   Note: If you are pricing segments in an itinerary without any passengers present (if this option is available to you), you will not be able to confirm or store the priced itinerary in a TST.
4. Click on Price.
5. Select a fare to display its ticket image.
6. Display and propose any available upgrades.
   See also How Are Upgrade Offers Displayed in Itinerary Pricing? below.
7. If required, rebook the itinerary.
8. Click on Confirm & Create TST to book the flights in the new booking class (if applicable) and to generate a TST in the Booking File.

How Are Upgrade Offers Displayed in Itinerary Pricing?
After you price an itinerary, any upgrade offers are displayed in the Available Fares section beside the corresponding Fare Family.

Example: Upgrade Offers in Itinerary Pricing

What Are the Prerequisites for Upgrade Offers?
• A Fare Family must be available in the pricing results.
• All passengers must be priced in the same Fare Family.

For more information, see Understanding Fare Families on page 35.
How to Rebook an Itinerary Upgrade

**Note:** The Booking File must contain at least one passenger and all passengers must be upgraded to the same Fare Family.

1. After you price an itinerary, select the chosen upgrade.
2. Click on **Confirm and Create TST**.
   You are redirected to the Booking File and the itinerary details reflect the upgrade.

---

**Booking a Flight Using Direct Sell**

**What Is Direct Sell?**

Direct sell allows you to directly enter flight information to book flights without having to use an availability display.

**Example: Direct Sell**

![Image of Direct Sell interface](image)

**How to Book a Flight Using Direct Sell**

1. Select the **Direct Sell (SS)** option in the **Search By** drop-down list.
2. Enter the flight information.
   If you have chosen to book an open segment, you must enter the airline code rather than the flight number.
3. Click on **Book**.

---

**Adding Ghost, Passive, and Information Segments to a Booking File**

**What Is Ghost, Passive and Information Segment Sell?**

A ghost, passive, and information segment sell enables you to directly enter informative segments and associate a specific segment to passengers in an active Booking File.
Example: Adding Ghost, Passive or Information Segments to a Booking File

![Image of Search Options]

How to Add a Ghost, Passive or Information Segment to a Booking File

1. Select the **Ghost, Passive and Information Segment Sell** option in the **Search By** drop-down list.
2. Select the segment type that you want to add to the Booking File:
   - Ghost, passive
   - Information (ARNK)
   - Information
3. Enter the itinerary details (mandatory information highlighted in yellow).
4. Click on **Add**.
Chapter 5
Booking File

Getting Started With Booking File

What Is a Booking File?

A Booking File contains a passenger's reservation details and any other information relating to their trip.

In addition to storing and displaying information, a Booking File also allows you to add, modify and delete specific details about the passenger's travel information. An item of information in a Booking File is called an element. A Booking File can contain up to 999 mandatory or optional elements.

A Booking File remains active in the distribution system for four days after the date of the last active or inactive segment in the itinerary. After a Booking File has been purged, it is available for retrieval for a period of three years.

<table>
<thead>
<tr>
<th>Display</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TSM History</td>
<td>A Transitional Stored Miscellaneous document (TSM) is created automatically when a TASF element is entered.</td>
</tr>
<tr>
<td>Cryptic Display</td>
<td>Shows a cryptic display of the current Booking File.</td>
</tr>
<tr>
<td>TST History</td>
<td>The TST history contains information on all the modifications that have been made to a TST. Each time a TST is created or data in the TST is updated or deleted, this information is added to the TST history. The TST history also allows you to see information on the current TST status such as pricing information, issuing status and segment or passenger association.</td>
</tr>
<tr>
<td>Booking File History</td>
<td>The Booking File History window displays every modification made to the Booking File since it was created in a chronological list.</td>
</tr>
<tr>
<td>Request Received From (RF)</td>
<td>You can directly edit the RF field of the Booking File.</td>
</tr>
<tr>
<td>Set Ticketing Arrangement or Ticket Time Limit (TK TL)</td>
<td>The ticket time limit is added to a Booking File by clicking on Set Ticketing Arrangement and selecting a date. The date can be updated by clicking on the TK link and selecting a new date.</td>
</tr>
<tr>
<td>Group Booking Details</td>
<td>This section contains the group name, group size and any group contact details.</td>
</tr>
<tr>
<td>Display</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Passenger Details</td>
<td>This includes the names of the passengers booked for a trip. For each passenger, additional information is displayed such as their contact information.</td>
</tr>
</tbody>
</table>
| Itinerary Details    | The Itinerary Details section includes information such as:  
• Product (Air, Car, Hotel, Rail, and Miscellaneous)  
• Itinerary  
• Class/Options  
• Status  
• Passenger  
• Duration  
• Aircraft  
You can also print, email or fax itinerary details, manage Extended Travel Records (ETRs), and rebook air GDS segments. |
| Itinerary Basket     | The Itinerary Basket panel:  
• Displays a summary of Air, Car, Hotel, Rail, and Miscellaneous (Integrated Partners) segments.  
• Allows you to cancel an itinerary segment. |
| Special Services Requests (SSRs) | This allows you to add specific details to a Booking File in relation to the following:  
• Meal  
• Seat Map  
• Seat Preference  
• FFP Number  
• API  
• Form of Identification  
• Indian GST |
| Remarks, Other Service Information and Special Keyword | A remark element in a Booking File contains additional comments or information concerning passengers and their bookings.  
Other Service Information (OSI) elements contain special information regarding a passenger or passengers in the Booking File that is sent to the airline and that appears in the itinerary. |
| Form of Payment      | You can add and edit a form of payment directly from the Booking File and share this information with all currently available booking tools in GUI mode (Air, Car, Hotel, Rail) so that the payment field in their booking flows is prefilled.  
You can add up to three forms of payment to a Booking File.  
You can also reissue a form of payment, delete payments, view manual payments to a supplier, view and add travel agency payments, void supplier and travel agency payments, and issue payment receipts. |
| Fare Elements        | This section displays:  
• Passengers and segments associated with the current fare element.  
• Fare element type.  
• Fare element details. |
<table>
<thead>
<tr>
<th>Display</th>
<th>Description</th>
</tr>
</thead>
</table>
| Stored Fares (TST & TSM)         | Actions that are possible from this section include:  
• Create, modify and delete TSTs and TSMs.                                                                                                                                                                   |
| Tickets, EMD and TASF           | Actions that are possible from this section include:  
• Void and refund e-tickets, EMDs and TASFs.  
• Reissue e-tickets using ATC.  
• Print, email or fax a document receipt.                                                                                                                                                                   |
| Rail Fares                      | This section displays details such as:  
• Passenger name.  
• Train number.  
• Trip segments.  
• Seat reservations, if any.  
• Ancillary services, if any.  
• Surcharges, if any.  
You can access a detailed fare breakdown by using the link on the fare price to open the Fare Details pop-up window.  
You can access the after-sales actions, such as issuing tickets, on the Confirmation page of Rail using the After Sales button. |
| Rail Tickets                    | This section displays ticket information for rail trips that have tickets issued. It includes information such as:  
• Ticket number.  
• Passenger name.  
• Train number.  
• Trip segments.  
You can access the after-sales actions on the Confirmation page of Rail using the After Sales button.                                                                                                    |
| Sales                           | This section enables you to do booking and sales-related actions within the same view.                                                                                                                                 |
| Documents                       | This section displays all issued documents. It also contains attachments to the Booking File.                                                                                                                                 |
| What do you want to do next?    | This section provides links to perform actions such as:  
• Retrieve a profile.  
• Add an Air, Car, Hotel, or Rail booking.  
• Add a remark or service.  
• Create a TST or TSM.  
• Add a form of payment.  
• Add an attachment.  
• Apply for an Australian visa.                                                                                                                                                                           |

**How to Create a Booking File**

1. Click on **New Booking File**.

![New Booking File](image)
Alternatively, click on **File > New Booking File** and select the Booking File type.

2. Enter the required details, click on **Save and Confirm (ER)** in the lower-right corner, and select the relevant save option.

   Alternatively, click on the **Save** button or **File > Save and Confirm**.

**How to Retrieve a Booking File**

1. Enter a name or reference number in the search box and click on **Retrieve**.

   ![Search Box](image)

   Alternatively, expand the **Retrieve Booking File** menu on the Main page, enter the search criteria and click on **Retrieve**.

   One or more Booking Files appear in a list.

2. Select a Booking File from the list and click on **Open Booking File**.

   **Note:** A maximum of four Booking Files can be open at once.

**How to Save and Confirm a Booking File**

After the Booking File has been updated (ensuring that all mandatory fields have been completed), click on **Save and Confirm (ER)** in the lower-right corner and select the relevant save option.

Alternatively, click on the **Save** button or **File > Save and Confirm (ER)**.

**Note:** If you want to ignore changes and revert to the previously saved version of the Booking File, click on **Ignore (IG)** in the lower-right corner instead.

**How to Close a Booking File**

1. Click on the **Close** button or click on **File > Close** or **Close All**.

2. In the **Close Booking File** pop-up window, select how you want to close the Booking File and click on **OK**.

   ![Close Command Page](image)
How to Copy Information to a New Booking File

1. In the Booking File Information section, click on the relevant copy option:
   - Copy Booking File (RRN)
   - Copy Booking File with AXR link (RRA)
   - Copy passenger data only (RRP)
   - Copy itinerary elements only (RRI)

2. In the Copy pop-up window, click on Continue to confirm that the information in the existing Booking File can be saved and copied.

3. Click on OK.
   The current Booking File is closed and the new Booking File is displayed.

Managing Group Bookings

How to Create a Group Booking

1. Click on File > New Group Booking File.
2. Select whether you want to start a new group Booking File by group name or by air search.
3. Enter the group name and group size.
4. Click on Create.

How to Add Contact Details to a Group Booking

1. In the Group & Contact Information section of the Booking File, click on Add Contact.
2. Enter the contact details and click on Save.

How to Add a Passenger Name to a Group Booking

1. In the Passenger and Contact Details section of the Booking File, click on Add/Update.
2. Enter the passenger name and click on Save.

How to Modify the Name or Size of a Group Booking

1. In the Group & Contact Information section of the Booking File, click on Change.
2. Modify the group name or decrease the group size and click on Save.
   Note: The group size can be modified indirectly by decreasing the number of non-assigned seats.
Working With Passenger Information

Creating and Modifying Passenger Information

**How to Add a Passenger**

1. In the **Passenger and Contact Details** section of the Booking File, click on **Add/Update**.
2. Enter the passenger information.
3. To add additional passengers, click on **Add Passenger** and enter the passenger information.
4. Click on **Save**.

**How to Add Contact Details for a Passenger**

1. In the **Passenger and Contact Details** section of the Booking File, click on **Add/Update**.
2. Click on **Add Contact for P**.
3. Select the contact type, enter the contact details and click on **Save**.

**How to Add a General Contact**

1. In the **Passenger and Contact Details** section of the Booking File, click on **Add General Contact**.
2. Select the contact type, enter the contact details and click on **Save**.

**How to Modify Passenger Information**

1. In the **Passenger and Contact Details** section of the Booking File, click on **Add/Update**.
2. Modify the passenger information and click on **Save**.
How to Delete a Passenger

Note: You can only delete a passenger if there is more than one passenger remaining in the Booking File.

In the Passenger and Contact Details section of the Booking File, click on Delete beside the passenger that you want to delete.

Importing, Exporting and Sending Passenger Information

Which Elements Are Mandatory When Importing Passenger Information From a File?

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last name</td>
<td>Mandatory. Optional for Infant or Child (must be added after Adult).</td>
</tr>
<tr>
<td>First name</td>
<td>Mandatory.</td>
</tr>
<tr>
<td>Title</td>
<td>Optional. Values: MR, MRS, MS, MASTER, or MISS.</td>
</tr>
<tr>
<td>PTC</td>
<td>Optional. 3 characters.</td>
</tr>
<tr>
<td>Gender</td>
<td>Mandatory for DOCS. M - Male F - Female</td>
</tr>
<tr>
<td>Date of birth</td>
<td>Optional, but: - Mandatory for Infant and Child. - Mandatory for DOCS.</td>
</tr>
<tr>
<td></td>
<td>Date format: DDMMYY.</td>
</tr>
<tr>
<td>Passport last name</td>
<td>Mandatory for DOCS. Maximum 30 characters, including spaces.</td>
</tr>
<tr>
<td>Passport first name</td>
<td>Mandatory for DOCS. Maximum 30 characters, including spaces.</td>
</tr>
<tr>
<td>Passport number</td>
<td>Mandatory for DOCS. 15 digits, including spaces.</td>
</tr>
<tr>
<td>Passport nationality</td>
<td>Optional. Two- or three-letter AIRIMP country format.</td>
</tr>
<tr>
<td>Passport issue country</td>
<td>Optional. Two- or three-letter AIRIMP country format.</td>
</tr>
<tr>
<td>Passport expiry date</td>
<td>Optional. Date format: DDMMYY.</td>
</tr>
<tr>
<td>Visa number</td>
<td>Mandatory for DOCO. 25 digits, including spaces.</td>
</tr>
<tr>
<td>Element</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Visa type</td>
<td>Mandatory for DOCO. One-digit values: V – Visa, R – Redress, K – Known traveller</td>
</tr>
<tr>
<td>Visa issue date</td>
<td>Mandatory for DOCO. Date format: DDMMYY.</td>
</tr>
<tr>
<td>Place of birth</td>
<td>Optional. Maximum of 35 characters, including spaces.</td>
</tr>
<tr>
<td>Visa place of issue</td>
<td>Mandatory for DOCO. Maximum of 35 characters, including spaces.</td>
</tr>
<tr>
<td>Visa country of application</td>
<td>Mandatory for DOCO. Two- or three-letter AIRIMP code</td>
</tr>
<tr>
<td>Address type</td>
<td>Mandatory for DOCA. One-digit values: D – Destination, R – Residence</td>
</tr>
<tr>
<td>Address country</td>
<td>Optional. Two- or three-letter AIRIMP country format.</td>
</tr>
<tr>
<td>Address details</td>
<td>Optional. Maximum of 35 characters, including spaces.</td>
</tr>
<tr>
<td>Address city</td>
<td>Optional. Maximum of 35 characters, including spaces.</td>
</tr>
<tr>
<td>Address state</td>
<td>Optional. Maximum of 35 characters, including spaces.</td>
</tr>
<tr>
<td>Address zip code</td>
<td>Optional. Maximum of 17 digits, including spaces.</td>
</tr>
<tr>
<td>FQTV carrier 1</td>
<td>Mandatory for Frequent Flyer. Carrier code with two digits.</td>
</tr>
<tr>
<td>FQTV number 1</td>
<td>Mandatory for Frequent Flyer. Two-character code, followed by the number.</td>
</tr>
<tr>
<td>FQTV carrier 2</td>
<td>Mandatory for Frequent Flyer. Carrier code with two digits.</td>
</tr>
<tr>
<td>FQTV number 2</td>
<td>Mandatory for Frequent Flyer. Two-character code, followed by the number.</td>
</tr>
<tr>
<td>FQTV carrier 3</td>
<td>Mandatory for Frequent Flyer. Carrier code with two digits.</td>
</tr>
<tr>
<td>FQTV number 3</td>
<td>Mandatory for Frequent Flyer. Two-character code, followed by the number.</td>
</tr>
</tbody>
</table>
How to Import Passenger Information From a File

1. In the Passenger and Contact Details section or Special Service Request section of the Booking File that you want to import information into, click on Import from file.
   
   If you are importing information into an empty booking file, click on Download Template File to download an empty template.

2. Browse to the Excel file and click on Open.

   Note: The file format must adhere to a specific template.

3. In the Import pop-up window, select which information to import:
   - Passenger names
   - DOCS (passport information)
   - DOCA (destination/residence address information)
   - DOCO (visa information)
   - FQTV (frequent flyer) special service requests

4. Click on Import selected data.

How to Export Passenger Information to a File

1. If the Booking File contains at least one passenger, click on Export File from Booking File in the Passenger and Contact Details section.
   
   If the Booking File does not contain any passengers, click on Download Template File.

2. Choose either Save or Open in the File Download pop-up window.

Why Import Profile Information Into a Booking File?

It allows you to import Advanced Passenger Information (APIS) from a profile that cannot be transferred from a profile (for example, the passport number).

How to Import Profile Information Into a Booking File

Note: A passenger must already exist in the Booking File before you can import profile information.

1. In the Passenger and Contact Details section of the Booking File that you want to import information into, click on Import from profile.

   The Import From Profile pop-up window displays the list of passengers that are in the Booking File.

2. Optionally, enter the office ID in which you want to search.

   If you do not enter an office ID, the search is done in the office ID where you are logged in.

3. Click on the passenger name to search for the profile.

   Any matching profiles and their corresponding Record Locators are displayed in the Matching Profiles section.

   If no matching profiles are found, it could be that:
   a) The profile does not exist. In this case, you need to create the profile.
   b) The profile is not in the office that you are searching in. In this case, you need to change the office using the Office ID field.
4. Click on **Details** for the matching profile to preview the information that will be imported:
   - **Passenger names**
   - **DOCS** (passport information)
   - **DOCA** (destination/residence address information)
   - **DOCO** (visa information)
   - **FQTV** (frequent flyer) special service requests

5. Click on **Import all eligible data**.
   When the import is complete, the profile is no longer highlighted in the **Matching Profiles** section.

6. If there is more than one passenger in the Booking File that you want to import profile information for, click on the passenger name and follow the above steps in the **Import From Profile** pop-up window.

   Otherwise, close the **Import From Profile** pop-up window to return to the Booking File.

   The passenger name in the **Passenger and Contact Details** section is now an active link that you can click on to directly access their profile from the Booking File.

### How to Print, Email or Fax Passenger Itinerary

1. In the **Itinerary Details** section of the Booking File, click on **Print/Email/Fax Itinerary**.
2. Select the itinerary type.
3. Select the passengers.
4. Select the language for the document.
5. Select the delivery method and click on the corresponding button to:
   - Print
   - Email
   - Fax
Managing Passenger Associations

How to Display a Passenger Association

Go to the Itinerary Details section of the Booking File that you want to display the passenger association for.

Passenger associations are displayed for each segment with an association. However, if a segment is associated to all passengers, the individual passenger associations are not displayed.

How to Add a Passenger Association

1. In the Itinerary Details section of the Booking File, expand the Details section.
2. Click on Associate to Passenger and enter the passenger association.

How to Edit a Passenger Association

1. In the Itinerary Details section of the Booking File:
   - Click on Edit beside the passenger association you want to edit.
   - Or:
     Expand the Details section of the segment and click on Associate to Passenger.
2. Enter the new passenger number or name, or select the new passenger association from the Associate To drop-down list.

How to Remove a Passenger Association

In the Itinerary Details section of the Booking File, click on the Delete icon beside the passenger name.

How to Associate an Infant to a Passenger

1. In the Passenger and Contact Details section of the Booking File, click on Add Infant and enter the infant details.
   - By default, the last name of the previous passenger entry is pre-populated in the infant Last Name field and the infant is associated to this passenger.
2. To change the passenger association, select a different passenger from the Travelling With drop-down list.
3. Click on Save.

How to Rebook an Air GDS Segment

1. In the Itinerary Details section of the Booking File, click on Rebook (SB) or double-click on the air GDS segment.
2. Update the class, flight number, or date of the segment as required and click on Apply changes.
Working With Seats and Services

The Special Services Requests (SSR) section is only displayed in the Booking File if it contains information.

Understanding the Seats and Services Catalogue

What Is the Seats and Services Catalogue?

The Seats and Services Catalogue is a pop-up window that allows you to request non-chargeable (standard) and chargeable services, as well as reserve a seat.

It also displays the purchase conditions for each seat and service, such as options for refund or change, and additional information about the product or service that has been provided by the airline.

You can specify which passengers are holders of a passport using the Passenger Information tab of the catalogue.

Some seats and services display images when you place the mouse over them, but this depends on the airline information that is provided.

When the catalogue is opened, the number of chargeable services in each service category is displayed next to the name of the category.

If the true number of services is not available when the catalogue is opened, a plus sign (+) is displayed next to the number of services in a category. The plus sign is a prompt to expand the category to see the number of services that are available for that category.

A service category that does not contain any chargeable services is greyed out.

Example: Seats and Services Catalogue
How to Open the Seats and Services Catalogue

In the **What do you want to do next?** section of the Booking File, click on **Add Seats and Services**. See also **Managing Services** on page 74.

You can also open the catalogue on the Confirmation page of All Fares.

How to Switch Between a Graphical and Cryptic Seats and Services Catalogue

1. On the main accordion menu, click on **Personal Settings > Command Page**.
   
   Alternatively, on the main Selling Platform Connect menu, click on **Settings > Command Page**.
   
2. Select whether you want to display the graphical or cryptic services catalogue, and click on **Save Your Settings**.

Video: How to Book Seats From the Seats and Services Catalogue

[Launch](#)

Using the Seat Map

How Are Prices Per Seat and Per Passenger Displayed?

Prices per seat and per passenger are displayed in a tooltip when you mouseover over each seat that is marked as chargeable.

Prices per seat are informative and can only be displayed if a passenger name is added to the Booking File. Depending on the airline, itinerary pricing may be required before seat prices are displayed.

**Example: Seat Map**
How to Reserve a Seat Using the Seat Map
1. In the What do you want to do next? section of the Booking File, click on Add Seats and Services.
2. In the Seats and Services Catalogue, click on Seats.
3. In the Seat Map section, update the passenger and flight segment selection if required.
4. To highlight certain seat features on the seat map, such as a seat suitable for an unaccompanied minor, use the filter options in the Features section.
5. If you are reserving a seat for a passenger associated with an infant, you can request a bassinet by selecting the Request Bassinet check box.
6. If there is more than one deck on the aircraft, select either Upper or Lower.
7. To reserve a single seat, click on a seat or enter the seat number in the text field provided and click on Add Seats.
8. To reserve multiple seats:
   - Click on an available seat for each passenger.
   - Alternatively, enter the seat numbers in the text field provided and click on Add Seats. Ensure that the number of seats entered matches the number of passengers selected.

When a seat is selected, the passenger number appears in the seat icon.

How to Modify a Seat Selection
1. In the Special Services Requests (SSR) section of the Booking File, click on the segment that you want to modify the seat selection for.

   In the Seat Map section of the Seats and Services Catalogue, the selected seat is displayed on the seat map.
2. To modify the selection, select a new seat on the seat map.

   Alternatively, enter the new seat number in the text field provided.
3. Click on Modify Seats and then Close.

Managing Services

How to Add Services
1. In the What do you want to do next? section of the Booking File, click on Add Seats and Services.
2. In the Seats and Services Catalogue, select the service category.
3. Select the service details for the required passengers and segments.
4. Click on Show and Request to expand the selected service.

   If it is a chargeable service, you can see the cumulative price for each passenger and the total price for all passengers. You can also see quota information. For more details on quota information display, see How Is Service Quota Information Displayed? on page 75.
5. If you change the passenger and segment association for a chargeable service, click on Update Price to see the new price.
6. If the service requires more information, enter the information in the Additional Details section.
   You will not be able to submit the service request unless you complete the mandatory fields highlighted in yellow.

7. Click on Add Service.

**How to Price All Services**

1. In the Special Services Requests (SSR) section of the Booking File, click on Services Pricing. This action also runs the FXG/ALL cryptic command that prices all services.
   A Services Pricing pop-up window displays the pricing results.

2. Click OK to update the Booking File with the pricing.

**How to Delete Services**

In the Services Summary panel of the Seats and Services Catalogue:

a) Click on Delete beside the service you want to delete or click on Delete All to delete all services.

b) Click on Close.

Or:

In the Special Services Requests (SSR) section of the Booking File, click on Delete beside the service that you want to delete or click on Delete All to delete all services.

**How Is Service Quota Information Displayed?**

Service quota information displays the availability of a service in real time. The level of service availability is indicated by an quota status or availability number in the Availability column of the Seats and Services Catalogue.

Quota information is only displayed for the airlines that provide this information, and it may not be provided for all services from the same airline.

Quota information is not displayed for standard services. It is only displayed for chargeable services.

**Video: How to Book Services From the Seats and Services Catalogue**

Launch
Working With Remarks and Other Service Information

The Remarks, Other Service Information and Special Keyword section is only displayed in the Booking File if it contains information.

How to Add a Remark
1. In the What do you want to do next? section of the Booking File, click on Add a Remark.
2. Select the Type, Passenger Association and Segment Association.
3. Enter the remark in the text box and click on Add Remark.
4. Click on OK.

How to Modify a Remark
1. In the Remarks, Other Service Information and Special Keyword section of the Booking File, click on Add/Update Remark.
   Alternatively, click on Add a Remark in the What do you want to do next? section.
2. Select the remark that you want to modify, update the remark in the text box and click on Modify Remark.
3. Click on OK.

How to Delete a Remark
In the Remarks, Other Service Information and Special Keyword section of the Booking File, click on Delete beside the remark that you want to delete.
How to Add Other Service Information

1. In the What do you want to do next? section of the Booking File, click on Add an Other Service Information.

2. Enter the airline code and select a passenger association.

3. Enter the OSI details in the text box and click on Add OSI.

4. Click on OK.

How to Modify Other Service Information

1. In the Remarks, Other Service Information and Special Keyword section of the Booking File, click on Add/Update OSI. Alternatively, click on Add an Other Service Information in the What do you want to do next? section.

2. Select the OSI that you want to modify, update the OSI details in the text box and click on Modify OSI.

3. Click on OK.

How to Delete Other Service Information

In the Remarks, Other Service Information and Special Keyword section of the Booking File, click on Delete beside the OSI that you want to delete.
Managing TSTs

Working With TSTs

How to Manually Create a TST

1. In the Stored Fares (TST & TSM) section, click on Create TST.
   Alternatively, click on Create TST in the What do you want to do next? section of the Booking File.
2. Select the required passengers and segments for the TST.
3. If you want to use the same validating carrier for all segments in the TST, select the Use this Validating Carrier check box and enter the airline code or name in the corresponding text field.
   The same airline then appears in the Validating Carrier field for each segment of the TST.
4. Click on Confirm.

How to Display TST History

In the Stored Fares (TST & TSM) section, click on View TST History.

How to Delete a TST

1. In the Stored Fares (TST & TSM) section, click on Delete beside the TST that you want to delete.
   If you want to delete all TSTs, click on Delete All.
2. To confirm the deletion, click on OK.
Modifying TSTs

How to Modify TST Information

1. In the Stored Fares (TST & TSM) section, click on View/Modify TST for the TST that you want to update.
2. Modify the information as required.
   - To automatically build fare calculation, click on the Create Automatically link in the Additional Information section of the TST window.
   - To add or remove commission, see How to Add or Remove Commission for a TST below.
3. Click on Update and Save.

How to Add or Remove Commission for a TST

1. In the Stored Fares (TST & TSM) section, click on View/Modify TST.
2. In the Additional Information section of the TST window, enter or remove commission for the TST using the Commission field.
3. Use the Apply Commission check box to apply the previously entered commission to all the TSTs in the booking file or to a specific subset of TSTs (including the one you are modifying).
   To apply commission to specific TSTs, click on the All TSTs link and select the TSTs to apply the commission to.
4. Click on Update and Confirm.

How to Add or Remove a Form of Payment for a TST

Note: You can only remove the FOPs that are exclusively associated to the TST being updated. If a FOP is associated to several documents, it is not possible to remove it from the TST pop-up. This must be done from the general FOP section in the Booking File.

1. In the Stored Fares (TST & TSM) section, click on View/Modify TST.
2. In the Form of Payment Summary section of the TST window, add or remove the FOP as required:
   To add a new FOP:
   a) Click on Add a New Form of Payment. This link is only available if the issuing status of the TST is other than reissue.
   b) Select the number of FOPs (with a maximum of three), select the payment type and enter the payment details.
   c) Click on Add.
   To remove a single FOP:
   Click on Remove from TST.
   - For global FOPs, the FOP is no longer associated with the current TST.
   - For a FOP associated with the current TST, the FOP is deleted.
To remove all FOPs:
   Click on Remove All from TST.
How to Manage a Form of Payment for TST Manual Reissue

1. In the Stored Fares (TST & TSM) section, click on View/Modify TST.
2. In the Form of Payment Summary section of the TST window, click on Manage Form of Payment for Reissue.
   
   **Note:** The option to manage a form of payment for reissue is only available when the TST has an issuing status of reissue.
3. Select the old FOP.
   
   If you choose to manually create an old FOP, select the old FOP type from the drop-down list.
4. Enter the FOP details and click on Add.

How to Prepare a TST for Manual Reissue

1. In the Stored Fares (TST & TSM) section, click on View/Modify TST.
2. Click on Set TST for Manual Reissue.

How to Add or Remove a Passenger

1. In the Stored Fares (TST & TSM) section, click on View/Modify TST.
2. In the TST header, click on Add/Remove Passengers.
3. Select the passenger that you want to add or remove and click on Update.

How to Add or Remove a Segment

1. In the Stored Fares (TST & TSM) section, click on View/Modify TST.
2. In the TST header, click on Add/Remove Segments.
3. Select the segment that you want to add or remove and click on Update.

How to Add or Modify TST Taxes

1. In the Stored Fares (TST & TSM) section, click on View/Modify TST.
2. In the TST header, click on View/Modify Taxes or click on the Taxes hyperlink in the Fare Information section.
3. Complete the tax details or modify the tax details already present.
By default, you can add 15 taxes. To add additional taxes, click on Add Tax and enter the tax details.

4. Click on Update.

How to Add or Modify TST Fees

1. In the Stored Fares (TST & TSM) section, click on View/Modify TST.
2. In the TST header, click on View/Modify Fees.
3. To add fees, click on Add and enter the fee details, or modify the fee details already present.
4. Click on Update.
How to Split a TST

1. In the Stored Fares (TST & TSM) section, click on View/Modify TST.
2. In the TST header, click on Split TST.
   The Split TST link is only available if there is more than one passenger associated with the TST.
3. Select the passengers to be split from the TST and click on Split TST.

Managing TSMs

Working With TSMs

How to Create a TSM

Note: The Booking File must contain at least one special service request (SSR) or an auxiliary service (SCV) before you can create a TSM.

1. In the Stored Fares (TST & TSM) section, click on Create TSM.
   Alternatively, click on Create TSM in the What do you want to do next? section of the Booking File.
   - If you are only creating one TSM and there are no existing TSMs in the Booking File, a TSM pop-up window is displayed with the TSM details.
   - If you are creating multiple TSMs or there are existing TSMs in the Booking File, a list of available TSMs is displayed in the pop-up window.
2. Click on Update.
Example: TSM

How to Display TSM History
In the Stored Fares (TST & TSM) section, click on View TSM History.

How to Delete a TSM
1. In the Stored Fares (TST & TSM) section, click on Delete beside the TSM that you want to delete or click on Delete All to delete all TSMs in the Booking File.
2. To confirm the deletion, click on OK.
Modifying TSMs

How to Modify TSM Information

1. In the Stored Fares (TST & TSM) section, click on View/Modify TSM beside the TSM that you want to modify.

2. Modify the information as required and click on Update.

How to Modify TSM Coupons

1. In the Stored Fares (TST & TSM) section, click on View/Modify TSM beside the TSM that you want to modify coupons for.

2. In the TSM pop-up window, click on Modify Coupons.

3. Modify the coupon information and click on Update.

How to Add or Remove a Form of Payment for a TSM

Note: You can only remove the FOPs that are exclusively associated to the TSM being updated. If a FOP is associated to several documents, it is not possible to remove it from the TSM pop-up. This must be done from the general FOP section in the Booking File.

1. In the Stored Fares (TST & TSM) section, click on View/Modify TSM.

2. In the Form of Payment Summary section of the TSM window, add or remove the FOP as required:

   To add a new FOP:
   a) Click on Add a New Form of Payment.
   b) Select the number of FOPs (with a maximum of three), select the payment type and enter the payment details.
   c) Click on Add.
To remove a single FOP:
Click on Remove from TSM.
- For global FOPs, the FOP is no longer associated with the current TSM.
- For a FOP associated with the current TSM, the FOP is deleted.

To remove all FOPs:
Click on Remove All from TSM.

How to Manage a Form of Payment for TSM Manual Reissue
1. In the Stored Fares (TST & TSM) section, click on View/Modify TSM.
2. In the Form of Payment Summary section of the TSM window, click on Manage Form of Payment for Reissue.
   Note: The option to manage a form of payment for reissue is only available when the TSM has an issuing status of reissue.
3. Select the old FOP.
   If you choose to manually create an old FOP, select the old FOP type from the drop-down list.
4. Enter the FOP details and click on Add.

How to Prepare a TSM for Manual Reissue
1. In the Stored Fares (TST & TSM) section, click on View/Modify TSM beside the TSM that you want to modify.
2. Click on Set TSM for Manual Reissue.

How to Add or Modify TSM Taxes
1. In the Stored Fares (TST & TSM) section, click on View/Modify TSM beside the TSM that you want to add taxes to.
2. In the TSM pop-up window, click on View/Modify Taxes.
3. Click on Add Tax and enter the tax details, or modify the tax details as required.
4. Click on Update.

Managing Fees

How to Create a TASF
Note: The Booking File must contain at least one passenger before you can create a TASF.
1. In the Tickets, EMD & TASF section, click on Create TASF.
   Alternatively, click on Create TASF in the What do you want to do next? section of the Booking File.
   Note: You cannot add any remarks to the TASF when you first create it. Remarks can only be added when you modify an existing TASF.
2. Check the passenger and fare information and update if required.
3. Select any necessary transaction information such as Reason for Issuance Code (RFIC).
4. Add or remove any required taxes.
5. Click on Create TASF.

**How to View or Modify a TASF**

*Note:* The only updates that can be made to a TASF is the addition of remarks and miscellaneous information.

1. In the Tickets, EMD & TASF section, click on View/Modify TASF beside the TASF that you want to view or modify.
2. Add any additional information and click on Update.
3. If you are not making any updates, click on the Close button to exit.

**How to View TASF Taxes**

1. In the Tickets, EMD & TASF section, click on View/Modify TASF beside the TASF that you want to view taxes for.
2. Click on Taxes.
3. To return to the Booking File, click on the Close button.

**How to Issue a Single TASF**

1. In the Tickets, EMD & TASF section, click on Issue TASF beside the TASF that you want to issue.
2. In the Issue TASF pop-up window, click on Issue.

**How to Issue Multiple TASFs**

1. In the Tickets, EMD & TASF section, click on Issue.
2. In the Issue pop-up window, select the elements that you want to issue.
   
   *Note:* You can combine the issuance of TASFs with other elements such as TSTs and TSMs.
3. Click on Issue.

**How to Delete a TASF**

1. In the Tickets, EMD & TASF section, click on Delete beside the TASF that you want to delete or click on Delete All to delete all TASFs in the Booking File.
2. To confirm the deletion, click on OK.

**How to Void a Single TASF**

1. In the Tickets, EMD and TASF section, click on Void TASF beside the TASF that you want to void.
2. Click on Void.
How to Void Multiple TASFs

**Note:** You can void multiple TASFs in combination with e-tickets and EMDs.
1. In the Tickets, EMD and TASF section, click on Void E-ticket/EMD/TASF.
2. Select the documents you want to void and click on Void.

Managing E-Tickets and EMDs

Issuing, Refunding and Voiding EMDs

**How to Issue a Single EMD**

**Note:** There must be at least one TSM available in the Booking File before you can issue an EMD.
1. In the Tickets, EMD & TASF section, click on Issue EMD beside the appropriate TSM.
2. In the Issue EMD pop-up window, select the Issue Directly on Airline Stock check box if you want to issue the EMD directly on airline stock.
   This option is only available if you can directly issue the EMD.
3. Click on Issue.

**How to Issue Multiple EMDs**

**Note:** There must be at least one TSM available in the Booking File before you can issue an EMD.
1. In the Tickets, EMD & TASF section, click on Issue.
2. Select the elements that you want to issue.
   **Note:** Some elements may be preselected depending on their ticketing status. If you select different elements, the corresponding check boxes are systematically selected irrespective of their ticketing status.
3. If you want to issue the EMDs directly on airline stock, select the Issue Directly on Airline Stock check box.
   This option is only available if you can directly issue the EMD on airline stock.
4. Click on Issue.
Example: EMD

![Display EMD](image)

**How to Send an A.I.R. for EMD to the Back-Office System**

In the **Tickets, EMD and TASF** section, click on **Send A.I.R. EMD (TTM/BTK)**.

An A.I.R. (Amadeus Interface Record) is created and sent to the Back-Office system without issuing the EMD.

**How to Void a Single EMD**

1. In the **Tickets, EMD and TASF** section, click on **Void EMD** beside the EMD that you want to void.

   If all coupons in the EMD have a status of OPEN or AIRPORT CONTROL, you can also void the EMD by displaying the EMD and clicking on the **Void** hyperlink.

2. In the **Void EMD** pop-up window, select the **Void directly on airline stock** check box if you want to void an EMD issued on airline stock.

3. Click on **Void** to confirm the action.

**How to Void Multiple EMDs**

**Note:** You can void multiple EMDs in combination with e-tickets and TASFs.

1. In the **Tickets, EMD and TASF** section, click on **Void E-ticket/EMD/TASF**.

2. Select the documents you want to void.

3. Select the **Void directly on airline stock** check box if you want to void e-tickets or EMDs issued on airline stock.

4. Click on **Void** to confirm the action.
What Are the Refund Types for EMDs?

<table>
<thead>
<tr>
<th>Refund Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic</td>
<td>Allows you to refund fully open or partially used EMDs. All remaining open coupons (coupons with status O: Open or A: Airport Control) can be refunded.</td>
</tr>
<tr>
<td>Full</td>
<td>Allows you to process the refund of fully open EMDs without displaying the refund record first.</td>
</tr>
<tr>
<td>Zero</td>
<td>Allows you to process a refund with a total refund equal to zero.</td>
</tr>
</tbody>
</table>

How to Refund a Single EMD

1. In the Tickets, EMD and TASF section, click on the EMD that you want to refund.
2. In the Display EMD window, click on Refund.

How to Refund Multiple EMDs

1. In the Tickets, EMD and TASF section, click on Refund.
2. In the Refund window, select EMD as the document type.
3. Select the refund type.
4. Select the EMD that you want to refund and proceed as required for the chosen refund type.
   If the refund type is Basic or Zero:
   a) Click on Continue to Refund Record.
   b) When you are ready to process the refund, click on Save and Confirm.
   If the refund type is Full:
   Click on Refund Now.

Issuing, Refunding and Voiding E-Tickets

How to Issue a Single E-Ticket

Note: There must be at least one TST available in the Booking File before you can issue an e-ticket.

1. In the Stored Fares (TST & TSM) section, click on Issue beside the relevant TST.
2. Select the Issue Directly on Airline Stock check box if you want to issue on airline stock.
   This option is only available if you can directly issue the e-ticket on airline stock.
3. Click on Issue.
How to Issue Multiple E-Tickets

Note: There must be at least one TST available in the Booking File before you can issue an e-ticket.

1. In the Stored Fares (TST & TSM) section, click on Issue.
2. Select the elements you want to issue.
   Note: Some elements may be preselected depending on their ticketing status. If you select different elements, the corresponding check boxes are systematically selected irrespective of their ticketing status.
3. Select the Issue Directly on Airline Stock check box if you want to issue on airline stock.
   This option is only available if you can directly issue the e-ticket on airline stock.
4. Click on Issue.

How to Send an A.I.R. for E-Ticket to the Back-Office System

In the Tickets, EMD and TASF section, click on Send A.I.R. E-Ticket (TTP/BTK).

An A.I.R. (Amadeus Interface Record) is created and sent to the Back-Office system without issuing the e-ticket.

How to Void a Single E-Ticket

1. In the Tickets, EMD and TASF section, click on Void E-ticket beside the e-ticket that you want to void.
2. In the Void E-ticket pop-up window, select the Void directly on airline stock check box if you want to void an e-ticket issued on airline stock.
3. Click on Void.
   The e-ticket is displayed in the Tickets, EMD and TASF section with status 'Voided'.

How to Void Multiple E-Tickets

Note: You can void multiple e-tickets in combination with EMDs and TASFs.

1. In the Tickets, EMD and TASF section, click on Void E-ticket/EMD/TASF.
2. Select the documents you want to void.
3. Select the Void directly on airline stock check box if you want to void e-tickets or EMDs issued on airline stock.
4. Click on Void.
   The voided e-tickets are displayed in the Tickets, EMD and TASF section with status 'Voided'.

If you need further assistance or have any questions, feel free to ask!
What Are the Refund Types for E-Tickets?

<table>
<thead>
<tr>
<th>Refund Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic</td>
<td>Allows you to refund fully open or partially flown e-tickets. All remaining open coupons (coupons with status O: Open or A: Airport Control) can be refunded.</td>
</tr>
<tr>
<td>Basic Full</td>
<td>Allows you to process the refund of fully open e-tickets without displaying the refund record first.</td>
</tr>
<tr>
<td>No Report</td>
<td>Allows you to process the refund with the airline without displaying the refund record first.</td>
</tr>
<tr>
<td>Tax Only</td>
<td>Allows you to process the refund with the airline without displaying the refund record first.</td>
</tr>
<tr>
<td>Zero</td>
<td>Allows you to process a refund with a total refund equal to zero. For example, you can refund an e-ticket with its TST total set to zero.</td>
</tr>
<tr>
<td>ATC Basic</td>
<td>An automated refund that automatically populates the refund record with refund data. Unlike ATC Full, you must then process the refund record.</td>
</tr>
<tr>
<td>ATC Full</td>
<td>Similar to ATC Basic but the refund is processed directly. You cannot update the refund record before processing. This type of refund is only applicable to fully open e-tickets.</td>
</tr>
</tbody>
</table>

How to Refund a Single E-Ticket

1. In the Tickets, EMD and TASF section, click on the e-ticket number of the e-ticket that you want to refund.
2. In the E-ticket window, click on Refund.
3. In the Refund window, select the refund type.
   - If the refund type is Basic, Tax Only, Zero or ATC Basic:
     a) Click on Continue to Refund Record.
     b) Update the record if necessary and when you are ready to process the refund, click on Save and Confirm.
   - If the refund type is Full, No Report or ATC Full:
     Click on Refund Now.

How to Refund Multiple E-Tickets

1. In the Tickets, EMD and TASF section, click on Refund.
2. In the Refund window, select E-tickets as the document type.
4. Select the e-tickets that you want to refund and click on Refund Now.
Revalidating E-Tickets

When Can E-Tickets be Revalidated?

Revalidation can only be performed on e-tickets that are associated with the current retrieved Booking File, which contains at least one flight segment that is not in the past.

Instead of reissuing an e-ticket when segments have been modified, you can revalidate the e-ticket provided that the segment has one the following:

• Different flight number.
• Different flight date or time.
• Different arrival or departure airport within the same city.
• Different airline (if allowed, within the same airline group).
• Same fare.
• Status A or O.

How to Revalidate a Single E-Ticket

1. In the Tickets, EMD and TASF section, click on the e-ticket that you want to revalidate.
2. In the E-Ticket pop-up window, click on Revalidate.
3. Select the modified segments and select the e-ticket coupons to revalidate.
4. Click on Revalidate.

How to Revalidate Multiple E-Tickets

1. In the Tickets, EMD and TASF section, click on Revalidate.
   You can also click on Revalidate E-Tickets if you receive an Information pop-up message in the Booking File when e-ticket revalidation is recommended.
2. Select the passengers for each e-ticket that you want to revalidate and click on Next step.
3. Select the modified segments and e-ticket coupons to revalidate.
4. Click on Revalidate.
Associating E-Tickets and EMDs to a Booking File

How to Manually Associate an E-Ticket to a Booking File

1. In the Tickets, EMD and TASF section, click on Add Manual E-ticket (FHE).
2. Enter the e-ticket number in the text field and select a passenger and segment association for the e-ticket.
3. Click on Save.

How to Manually Associate an EMD to a Booking File

1. In the Tickets, EMD and TASF section, click on Add Manual EMD (FHD).
2. Enter the EMD reference in the text field and select a passenger and segment association for the e-ticket.
3. Click on Save.

Retrieving E-Tickets and EMDs

How to Retrieve an E-Ticket

1. On the Main page, expand the Retrieve E-ticket or EMD menu and click on the e-ticket option to display the search panel.
2. Enter the search criteria and click on Search E-ticket.
   If only a single record is returned in the search results, the e-ticket pop-up is displayed.
   - To open the Booking File associated with the e-ticket, click on Open Booking File.
   If several records are returned, the results are listed in the Search panel.
   - To display a specific e-ticket, select the e-ticket and click on Display E-ticket. Alternatively, double-click on the e-ticket.
   - To open the Booking File associated with the e-ticket, click on Open Booking File.

How to Retrieve an EMD

1. On the Main page, expand the Retrieve E-ticket or EMD menu and click on the EMD option to display the Search panel.
2. Enter the search criteria and click on Search EMD.
   If only a single record is returned in the search results, the EMD pop-up is displayed.
   - To open the Booking File associated with the EMD, click on Open Booking File.
   If several records are returned, the results are listed in the Search panel.
   - To display a specific EMD, select the EMD and click on Display EMD. Alternatively, double-click on the EMD.
   - To open the Booking File associated with the EMD, click on Open Booking File.
Changing an Itinerary and Reissuing E-Tickets Using ATC

What Is ATC?

Amadeus Ticket Changer (ATC) allows you to reissue or revalidate e-tickets and create or update the relevant documents (such as TSTs and TSMs). It determines the re-pricing details between the original and new itinerary to include:

- Additional amount to be paid or refunded
- Penalty
- Grand total for the re-pricing solution

ATC does not apply to group Booking Files. You can re-price for multiple passengers but they must all have the same itinerary.

Example: ATC

![Amadeus Ticket Changer (ATC) interface]

Which Itinerary Changes is ATC Used For?

- Travel date
- Flight numbers
- Booking class
- Routing (domestic or international)
- Past date of segments that have not yet been flown

How to Reissue an E-Ticket Using ATC

Note: To access ATC, the Booking File must contain at least one e-ticket.

1. In the Tickets, EMD and TASF section, click on ATC Reissue.
2. If there are multiple e-tickets, select the e-tickets you want to reissue.
3. To view the flight information, click on the active link for the operating carrier in the **Coupons** column.

4. Select your new itinerary. You can select multiple segments.

5. To define additional options such as private fares, public fares, corporate codes, point of ticketing or point of sale, click on **Show More ATC Options**.

6. Select a re-pricing mode of either **Standard** or **Best Pricer**.
   
   **Note:** If you choose the **Best Pricer** mode, the itinerary may be re-priced in a different booking class from the class originally chosen.

7. To display the price details and fare conditions, click on **Informative ATC**.
   
   **Note:** Using Informative ATC does not make any change to the Booking File.

8. Click on **Confirm and Create TST**.
   
   The TSTs for the exchanged tickets are deleted. As required, ATC creates new elements for the additional collection, residual value, and change penalty.

9. In the **Form of Payment** pop-up window, select the form of payment to reissue or create a new form of payment.
   
   See also *How to Reissue a Form of Payment* on page 115.

10. Review the passenger and payment details and click on **Reissue**.

11. Go to the **Command Page** and add the validating carrier for the new stored fares.

12. As necessary, add a form of payment for the automatically created TSMs corresponding to residual values or change penalties. Every TSM must have a form of payment.
   
   Refer to *How to Add or Remove a Form of Payment for a TSM* on page 84.

13. To complete the reissue, jointly issue the automatically created stored fares:
   
   a) Click on **Issue** in the **Stored Fares (TST & TSM)** section.
   
   b) Select the document you want to issue and click on **Issue**.

---

**Video: How to Manually Reissue an E-Ticket**

[Launch](#)

**How to Print, Email or Fax an E-Ticket or EMD Receipt**

1. In the **Tickets, EMD and TASF** section, click on **Print/Email/Fax Document Receipt**.

2. Select the document type.

3. Select the e-ticket or EMD.

4. Select the language for the document.

5. Select the delivery method and click on the corresponding button to:
   
   - Print
   - Email
   - Fax
How to Set a Ticketing Arrangement

1. Click on Set Ticketing Arrangement in the Tickets, EMD and TASF section.
2. Enter the required details in the Ticketing Arrangement pop-up window and click on Add Ticketing Arrangement.
3. Click on OK.

Note: A time limit ticketing arrangement can also be entered directly using the Set Ticketing Arrangement calendar field in the Booking file Information section.
How to Create an Original Issued Document (FO)

1. In the Tickets, EMD and TASF section, click on the link entitled Create Original/Issued in Exchange For.
   Note: There must be at least one e-ticket or EMD in the Booking File to see this option.

Alternatively, click on Create Original/Issued in Exchange For (FO) in the TST pop-up window.

2. Select the document for which you want to create the FO element and modify the original document number if required.

3. Select whether you want to include all coupons or only specific coupons for FO element creation. Only coupons with an Open status will be included.
   - If you choose to include all coupons, the Coupon field in the Original Document section will be prefilled with a value of 1.
   - If you choose to include only specific coupons, you must manually enter the corresponding coupon numbers in the Coupon field and separate them by a comma or dash.

4. To add segment association:
   a) Click on Associate to Specific Segments.
   b) Enter the segment ID in the text box.
   c) Select the required segments.

5. By default, the details of the first and second exchange documents are hidden.
   - To display or update the first exchange document, deselect the check box entitled First Exchange Document is the Same as Original Document.
   - To add or update the second exchange document, click on Add Second Exchange Document.

6. Click on Create.
How to Issue a Car E-Voucher

Note: To issue a car e-voucher, a car segment must be active within the Booking File and include a contact point (AP element) and ticketing information (TK element).

1. Click on the Car E-Voucher tab in the Tickets, EMD and TASF section.
2. Enter the required details in the Issue E-Voucher pop-up window and click on Issue.

Working With Manual Bookings

Managing Manual Bookings

What Is a Manual Booking?

A manual booking is a graphic representation of an Extended Travel Record (ETR), a feature of a Total Travel Record (TTR). It allows you to store bookings that are made on non-GDS external booking systems in a structured and standardised format.

Manual bookings can be added to a Booking File as new segments, which are displayed together with GDS segments in chronological order to allow a full trip view in the Itinerary Details section.

Examples of manual bookings include a flight that is booked through the airline’s website or a taxi journey that is booked directly with the taxi provider.

Note: Any changes or cancellations to manual bookings must be done directly with the provider outside of Selling Platform Connect.

What Are the Types of Manual Booking?

- Activities Miscellaneous
- Air
- Car
- Cruise
- Excursion
- Hotel
- Insurance
- Move Miscellaneous
- Parking
- Rail
- Service Miscellaneous
- Show and Event
- Taxi
- Transfer
- Urban Transportation
• Visa

**How to Add a Manual Booking to a Booking File**

**Note:** You need to first create the booking with the provider before adding it as a manual booking to the Booking File.

1. In the **Itinerary Details** section of the Booking File, click on **Add manual booking** and select the booking type.
   
   Or:
   
   In the **What do you want to do next?** section of the Booking File, click on **Add manual booking**, select the booking type, and click on **Add**.

2. Enter any summary information for the booking, including passenger association. See also **Associating Passengers With a Manual Booking** on page 101.

3. Expand the **Details** section to enter more comprehensive information for the booking.

4. To add the booking to the Booking File, click on **Add**.

5. To associate a purchase price to the booking before adding it to the Booking File, click on **Add with pricing**.

   a) In the **Create manual booking price** pop-up window, check the manual booking details and define the necessary pricing information.

   The passengers who are associated with the manual booking are displayed in the **Passenger Association** section. Passenger association is mandatory for adding a purchase price. See also **Adding a Purchase Price to a Manual Booking** on page 101.

   - You can select which passengers in the manual booking to associate with the pricing. To add other passengers that are not listed, you need to close the pop-up and add them to the manual booking.

   - You can define either the global price for the booking and all of the associated passengers, or just the price per passenger.

   b) Click on **Create**.
Example: Adding an Air Manual Booking

How to Modify a Manual Booking

1. In the Itinerary Details section of the Booking File, select the manual booking segment and click on Modify.

   To change the booking status of a manual booking, see How to Modify the Booking Status of a Manual Booking below.

   To modify the passenger association of a manual booking, refer to How to Modify the Passenger Association of a Manual Booking on page 101.

2. Update the information as required and click on Modify.

What Are the Booking States of a Manual Booking?

- HK (Confirmed)
- HL (Waitlisted)
- HX (Cancelled)
- HN (On Request)
- TT (Time to Think)
- NB (Not Booked)

How to Modify the Booking Status of a Manual Booking

Note: Changing the status of a manual booking to cancelled (HX) does not cancel the non-GDS booking with the provider and it does not delete it. The booking must be cancelled directly with the provider.

1. In the Itinerary Details section of the Booking File, select the manual booking that you want to modify and click on the Modify button.
2. Select the new booking status from the Status drop-down list and click on Modify.

How to Remove a Manual Booking from a Booking File

Note: To cancel the booking, you must cancel it directly with the provider.

1. In the Itinerary Details section of the Booking File, select the manual booking that you want to remove and click on Cancel.

2. To confirm, click on Cancel Segments.

   The manual booking is removed from the Booking File.

Associating Passengers With a Manual Booking

When Can Passengers Be Associated With a Manual Booking?

- When you are adding the manual booking to a Booking File. See How to Add a Manual Booking to a Booking File on page 99.
- When you are modifying the manual booking. See How to Modify a Manual Booking on page 100 and How to Modify the Passenger Association of a Manual Booking below.

How to Modify the Passenger Association of a Manual Booking

1. In the Itinerary Details section of the Booking File, select the manual booking segment and click on Modify or the Edit link next to the passenger.

2. To delete a passenger association, click on the Delete icon next to the passenger.

   Alternatively, select the passenger and press the Delete or Backspace key.

   Note: You can only delete passengers who have not yet been associated with a manual booking price.

3. To add a new association, start to type the passenger name or number, including the letter P (for example, P1 for passenger 1), in the Associated to field and select the passenger from the autocomplete options.

   Note: You can only associate passengers that are already in the Booking File. If a passenger is not available in the autocomplete options, you need to first add them to the Booking File.

4. Click on Modify.

Adding a Purchase Price to a Manual Booking

When Can a Purchase Price Be Added to a Manual Booking?

- When you are adding the manual booking to the Booking File. See How to Add a Manual Booking to a Booking File on page 99.
- When the manual booking already exists in the Booking File. See How to Add a Purchase Price to a Manual Booking on page 102.
How to Add a Purchase Price to a Manual Booking

**Note:** The relevant site parameters must be configured and activated before you can add a price to a manual booking.

1. In the **Itinerary Details** section of the Booking File, select the manual booking that you want to add a price to and click on **Manual Booking Pricing**.
   
   **Note:** You can add a purchase price to several Air or Rail manual bookings at the same time by using the Ctrl button when selecting them.

2. In the **Create manual booking price** pop-up window, check the manual booking details and define the necessary pricing information.

   Passenger association is mandatory for adding a purchase price.
   - You can select which passengers in the manual booking to associate with the pricing. See also *How to Modify the Passenger Association of a Manual Booking* on page 101.
   - To add other passengers that are not listed, you need to close the pop-up and add them to the manual booking.
   - You can define either the global price for the booking and all of the associated passengers, or just the price per passenger.

   **Note:** An infant cannot be associated to a purchase price.

3. Click on **Create**.

   **Example: Adding a Purchase Price for an Air Manual Booking**

   ![Create manual booking price](image)

How to Modify the Purchase Price of a Manual Booking

1. In the **Manual Booking Prices** section of the Booking File, select the manual booking and click on **Modify**.

2. In the **Modify manual booking price** pop-up window, check the booking details and update the pricing information as required.

   **Note:** For an existing purchase price, the passenger association cannot be modified. To change this information, you need to:

   a) Cancel the manual booking.
b) Create a new manual booking with the correct passenger selection for the purchase price creation.

c) Add a price to the new manual booking.

3. Click on Modify to save the changes.

Working With Offers

What Are Offers?

Offers are trip quotations where you price the different elements of the itinerary for your customer before booking any segments.

After an offer is manually confirmed in the Offers section of the Booking File, it is converted to segment information in the Itinerary Details section.

Image: Offers Section in the Booking File

What Are the Types of Manual Offer?

- Activities Miscellaneous
- Air
- Car
- Cruise
- Excursion
- Hotel
- Insurance
- Move Miscellaneous
- Parking
- Rail
- Service Miscellaneous
- Show and Event
- Taxi
- Transfer
- Urban Transportation
- Visa

How to Add a Manual Offer to a Booking File

1. In the What do you want to do next? section of the Booking File, click on Add manual offer, select the offer type, and click on Add.
   
   If an offer was already added to the Booking File, you can also click on Add manual offer in the Offers section of the Booking File and select the offer type.

2. Complete the required information and click on Add.

How to Modify a Manual Offer

Note: You can only modify a manual offer with a Valid status, and you cannot modify a manual offer that has already been sent by email.

1. In the Offers section of the booking file, select the manual offer and click on Modify.

2. Update the information as required and click on Modify.

How to Verify a GDS Offer

1. To verify if an Air or Hotel GDS offer is still valid, select the offer in the Offers section of the Booking File and click on Verify.
   
   A message confirms whether the offer is still valid or not.

2. Click on OK or the Close button to close the pop-up message.

How to Confirm an Offer

1. In the Offers section of the Booking File, select the offer and click on Confirm.
   
   A pop-up message is displayed to indicate whether the confirmation was successful or not.

2. Click on OK or the Close button to close the pop-up message.

   If the offer is successfully confirmed, it appears in the Offers section (with a Confirmed status), Itinerary Details section and, if activated, in the Sales section.

   - When a GDS offer is confirmed, it is converted into a GDS segment.
When a manual offer is confirmed, it is converted to a manual booking and also displayed in the Manual Booking Prices section of the Booking File. The booking must be confirmed directly with the provider.

**How to Send an Offer Notice By Email**

1. Select the offer in the Offers section of the Booking File and click on Send Offer Notice.
   
   You can select more than one offer to send.

2. In the Send offer notice pop-up window, the email address is prefilled with the first email address (APE) from the general contact that is stored in the current Booking File. Enter a new address if required and click on Send.
   
   A confirmation pop-up message is displayed to indicate whether the offer notice was successfully sent or not.

   If the notice was successfully sent, each of the selected offers in the notice will display an email icon with the date that the notice was sent.

**How to Cancel an Offer**

1. In the Offers section of the booking file, select the offer that you want to cancel.
   
   You can select more than one offer.

2. Click on Cancel offers.

3. In the Confirmation pop-up window, confirm the cancellation.

**Working With Sales Information**

**Understanding Sales Information**

**What Are Sales Items?**

Sales items are financial items resulting from bookings made through the Amadeus GDS (such as Air, Car, and Hotel) and manual bookings that are added directly to the Booking File.

All sales items are displayed together with manual (non-GDS) bookings in the Sales section of the Booking File, where you can do all booking- and sales-related actions in the same view.

**Note:** The Sales section is only displayed in the Booking File when sales item information is available in the Total Travel Record (TTR).
When Are Sales Items Created?

<table>
<thead>
<tr>
<th>Booking Type</th>
<th>Sales Item Creation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manual bookings</td>
<td>When the Quotation Purchase element is available.</td>
</tr>
<tr>
<td>Air GDS bookings</td>
<td>When the TST exists.</td>
</tr>
<tr>
<td>Car, Hotel, and other GDS bookings</td>
<td>When the corresponding segment is available in the TTR.</td>
</tr>
<tr>
<td>EMD bookings</td>
<td>When the TSM exists.</td>
</tr>
</tbody>
</table>

What Are the Types of Sales Item?

<table>
<thead>
<tr>
<th>Sales Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air</td>
<td>GDS and manual (non-GDS) air booking.</td>
</tr>
<tr>
<td>Ancillary Service</td>
<td>Ancillary service booking through GDS EMD.</td>
</tr>
<tr>
<td>Car</td>
<td>GDS and manual car booking.</td>
</tr>
<tr>
<td>Cruise</td>
<td>Manual cruise booking.</td>
</tr>
<tr>
<td>Excess Baggage</td>
<td>Excess baggage booking through GDS EMD.</td>
</tr>
<tr>
<td>Food</td>
<td>Food booking through GDS EMD.</td>
</tr>
<tr>
<td>Hotel</td>
<td>GDS and manual hotel booking.</td>
</tr>
<tr>
<td>Insurance</td>
<td>GDS insurance booking.</td>
</tr>
<tr>
<td>Other</td>
<td>General item type that is displayed when no other supported item type is appropriate.</td>
</tr>
<tr>
<td>External (manual)</td>
<td>The following types of manual booking are specified as external:</td>
</tr>
<tr>
<td></td>
<td>• Rail</td>
</tr>
<tr>
<td></td>
<td>• Transfer</td>
</tr>
<tr>
<td></td>
<td>• Excursion</td>
</tr>
<tr>
<td></td>
<td>• Taxi</td>
</tr>
<tr>
<td></td>
<td>• Activities miscellaneous</td>
</tr>
<tr>
<td></td>
<td>• Service miscellaneous</td>
</tr>
<tr>
<td>Package</td>
<td>Package is the parent item for a bundle of sales items.</td>
</tr>
<tr>
<td>Service Fee</td>
<td>Sales item created using the Sales section dedicated to a service fee.</td>
</tr>
<tr>
<td>Show and Event</td>
<td>Manual ticket booking for shows and events.</td>
</tr>
</tbody>
</table>

What Are the States for a Sales Item?

<table>
<thead>
<tr>
<th>State of Sales Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACT</td>
<td>An active sales item. However, this state abbreviation is never displayed. All items with no other status abbreviation are active by default.</td>
</tr>
<tr>
<td>OFF</td>
<td>A non-confirmed offer item. This type can have attached fees and can be bundled in a package.</td>
</tr>
<tr>
<td>State of Sales Item</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>CAN</td>
<td>A cancelled item with the original amount. This type is usually available as a pair together with a refunded item. Cancelled and refunded sales items are usually the result of an auto-correction process that is triggered by a segment change after invoicing.</td>
</tr>
<tr>
<td>COR</td>
<td>A corrected item with the original amount. This type is usually available as a pair together with a correct item with a reverse amount. Corrected items are usually the result of a manual sales item correction after invoicing.</td>
</tr>
<tr>
<td>CR2</td>
<td>A corrected item with the reverse amount. This type is usually available as a pair together with a correct item with an original amount. Corrected items are usually the result of a manual sales item correction after invoicing.</td>
</tr>
<tr>
<td>IGN</td>
<td>These items are displayed in grey with a strikethrough price if they still have a link to an active child item. Otherwise, they are not displayed in the Sales section.</td>
</tr>
<tr>
<td>RFN</td>
<td>A refunded item with the reverse amount. This type is usually available as a pair together with a cancelled item. Cancelled and refunded sales items are usually the result of an auto-correction process that is triggered by a segment change after invoicing.</td>
</tr>
</tbody>
</table>

**Explanation: Sales and Documents Section**

**Note:** The Sales and Documents section is not displayed if your Office ID did not create the Booking File. For example, your Office ID is ticketing for another Office ID.

1. The general sales information section displays the trip summary. You can also directly edit the details in this section using the Edit General Information link.
The price Information table displays:

- **Grand total**: Sum of all GDS and ETR bookings, including referral amounts. Offer items are not included.
- **Total referral**: Sum of all GDS and ETR bookings paid as referrals. Offer items are not included.
- **Paid amount**: Sum of all paid amounts. This includes all UATP payments (to the travel agency and to the supplier). Referral amounts are not taken into account.
- **Remaining amount**: Sum of items to be paid to the travel agency. Referral amounts are not taken into account.

The **Sales** table action bar enables you to perform sales actions on one or more selected items.

The filter section enables you to switch between:

- **Quoting view** of only offer items and non-invoiced items.
- **Invoicing view** of only the items that need to be invoiced.
- **Reduced view** of only the active items.
- **All items view**, except ignored (IGN) items.

The **Sales** table enables you to select and access the details of each sales item that is listed. The default customer that is displayed for each item is based on how the Booking File was created.

- The first company profile that is entered in the Booking File is the default customer.
- If there is no company profile, then the default is the first customer profile that is entered in the Booking File.
- If there is no customer profile, then nothing is displayed in the **Customer** column.

It is possible to change the default customer that is displayed in the **Sales** table. Refer to **Changing Customer Associations** on page 121.

The **Documents** section displays all issued documents. See **What Are the Types of Sale Documents?** on page 110.

The **Amount Paid** and **Balance** fields are only filled for invoice documents.

The **Balance** is the **Amount Paid** minus the **Sales Price**:

- If the **Balance** is zero, the invoice is fully paid.
- If the **Balance** is a negative value, the invoice is not yet fully paid and the value displayed is the remaining amount due.

### Displaying and Modifying Sales Information

#### How to Display Sales Information

1. In the **Sales** section of the Booking File:
   - Click on **Show items** beside a document to expand all items belonging to that document only.
   - Or:
     - Click on **Show all items** to expand all items belonging to all documents.
2. Click on the **Details** link of a sales item.
3. In the **Details** pop-up window, click on the relevant tab to display the required details.
What Price Details Can be Modified?

You can only edit the purchase price information for Fee and Package items.

You can edit the margin and discount information for all sales items provided they have not yet been invoiced.

You can enter positive and negative values in all editable price fields.

The **Cancellation Penalty** is displayed in read-only mode for GDS and manual bookings. It can only be edited for refunded items.

Explanation: Price Details Display

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong></td>
<td>The <strong>Base Fare</strong> value summarises all applied base fares. For non-invoiced packaged items, use the <strong>Details</strong> link to display and edit the detailed fare information and add or remove a base fare.</td>
</tr>
<tr>
<td><strong>2</strong></td>
<td>The <strong>Additional Charges</strong> value summarises all applied additional charges. For non-invoiced packaged items, use the <strong>Details</strong> link to display and edit the detailed charges information and add new charges.</td>
</tr>
<tr>
<td><strong>3</strong></td>
<td>The <strong>Airline Fees</strong> value summarises all applied airline fees for Air sales items.</td>
</tr>
<tr>
<td><strong>4</strong></td>
<td>The <strong>Taxes</strong> value summarises all applied base taxes. For non-invoiced packaged items, use the <strong>Details</strong> link to display and edit detailed tax information and add or remove taxes.</td>
</tr>
<tr>
<td><strong>5</strong></td>
<td>The <strong>Cancellation Penalty</strong> is displayed in read-only mode for GDS and manual bookings. The cancellation penalty can only be edited for refunded (RFN) items.</td>
</tr>
<tr>
<td><strong>6</strong></td>
<td>The <strong>Subtotal Fare</strong> represents the calculated sum on all purchase price components of one sales item.</td>
</tr>
<tr>
<td><strong>7</strong></td>
<td>The <strong>Margin</strong> refers to the mark-up for the travel agency. This field is displayed in edit mode for non-invoiced items only.</td>
</tr>
<tr>
<td><strong>8</strong></td>
<td>The <strong>Discount</strong> refers to the rebate granted by the travel agency. This field is displayed in edit mode for non-invoiced items only.</td>
</tr>
<tr>
<td><strong>9</strong></td>
<td>The <strong>Sales Price</strong> is calculated based on the subtotal fare plus the margin and minus the discount.</td>
</tr>
<tr>
<td><strong>10</strong></td>
<td>The <strong>Gross Profit Calculation</strong> is the calculation of the travel agency's gross profit based on the available values for commission, margin, and discount.</td>
</tr>
</tbody>
</table>
How to Modify Price Details
1. In the Sales section of the Booking File, click on the Details link of the sales item you want to modify.
2. In the Details pop-up window, click on the Price Details tab.
3. Modify the price details as required and click on Update.

What Sales Details can be Modified?
The sales details that are displayed depend on the sales item.
The currency refers to the currency used for the sale.
The fields that can be modified depend on the item status:
- For invoiced sales items, no modification is possible and a correction process must be applied if a modification is needed.
- For non-invoiced sales items, the sales information can be modified but the booking information (GDS and manual bookings) cannot be modified.
- For corrected items with the original amount (COR) or reverse amount (CR2), no modification is possible.

How to Modify Sales Details
1. In the Sales section of the Booking File, click on the Details link of the sales item you want to modify.
2. In the Details pop-up window, click on the Sales Details tab.
3. Modify the sales details as required and click on Update.

To change the customer association for a sales item, refer to Changing Customer Associations on page 121.

Displaying and Issuing Documents and Invoices

What Are the Types of Sale Documents?
- Invoice
- Credit note
- Quotation (offer)
- Payment receipt

What Are the Prerequisites for Issuing Sales Documents and Invoices?
- At least one sales item must be selected.
- If you are selecting several sales items, each item must belong to the same customer.
- The selected items cannot contain any ignored items.
- If a trip package or supplement is selected, all items in the package or supplement must be selected.
• Any new active or refunding items cannot be invoiced before the correcting item. They must be issued together.

**How to Display the Details of a Sales Document**

In the Documents section of the Booking File, click on the link in the **Document Name** column for the document you want to display.

Or:

1. In the **Sales** section of the Booking File, click on the **Details** link of the sales item you want to display.
2. In the **Details** pop-up window, click on the **Documents** tab.
3. Click on the link in the **Document Name** column for the document you want to display.

**How to Preview a Sales Document Before Issuing**

1. In the **Sales** section of the Booking File, select the item that you want to preview the document for.
2. Click on **Issue Document** and select the document type from the drop-down list.
3. In the expanded **Documents** section, click on **Preview** to display the document as a PDF in a new window.

**How to Issue a Sales Document**

1. In the **Sales** section of the Booking File, select the items that you want to issue a document for.
2. Click on **Issue Document** and select the document type from the drop-down list.
3. In the expanded **Documents** section, complete the relevant information.
4. When complete, click on one of the following:
   - **Preview**: to preview the document in PDF format.
   - **Issue and Display**: to issue the document and display it in a new browser window.
   - **Issue**: to issue the document directly without displaying it.

   The document appears in the **Documents** tab of the **Details** pop-up window and also in the **Documents** section of the Booking File.

   See **How to Display the Details of a Sales Document** above.

**How to Preview an Invoice Before Issuing**

1. In the **Sales** section of the Booking File, select the item that you want to preview the invoice for.
2. Click on **Issue Invoice**.
3. In the expanded **Invoice** section, click on **Preview** to display the invoice as a PDF in a new window.
How to Issue an Invoice

1. In the Sales section of the Booking File, select the items that you want to issue the invoice for.
   You can select several items for the same issue action. However, you can only issue an invoice document once.
2. Click on Issue Invoice.
3. In the expanded Invoice section, complete the relevant information.
4. If payment options are not yet registered in the Booking File, click on Add Payment and enter the necessary payment details.
5. If you want to remove a newly added manual payment, click on Remove.
   Note: You cannot remove existing payments. You can only remove a manual payment before it is saved. You can select or clear an existing payment. If it is not used, it is still available in the Booking File.
6. If you do not want to issue a travel agency payment receipt, clear the Issue Payment Receipt check box.
7. When complete, click on one of the following:
   - Preview: to register the payment and preview the invoice or document in PDF format.
   - Issue and Display: to issue the invoice and display it in a new browser window.
   - Issue: to issue the invoice directly without displaying it.
     A link to the issued document is displayed in the Status column.
     The document appears in the Documents tab of the Sales Information pop-up window and also in the Documents section of the Booking File.
     See How to Display the Details of a Sales Document on page 111.

What Is a Duplicate Invoice?

A duplicate invoice synchronises payments that are collected after the original invoice was issued.

You issue a duplicate invoice to show that the invoice has been paid when payment is received after initial invoicing.

A duplicate invoice contains the same information as the original invoice with the exception of the document name and updated payment information.

How to Issue a Duplicate Invoice

1. In the Documents section of the Booking File, select the invoice that you want to issue a duplicate of.
   Note: You can only select one invoice. You cannot select multiple invoices for the same duplicate action.
2. Click on Issue Duplicate Invoice.
3. Enter the invoice and email options and any remarks that you want to have printed on the document.
4. When complete, click on one of the following:
   - Preview: to preview the duplicate invoice in PDF format.
- **Issue and Display**: to issue the duplicate invoice and display it in a new browser window.
- **Issue**: to issue the duplicate invoice directly without displaying it.

You can create a duplicate invoice several times.

A duplicate invoice is not stored in the archive, and it will not create a new document entry in the Documents section.

---

### Managing Travel Agency Fees

#### How to Add a Travel Agency Fee to a Sales Item

1. In the **What do you want to do next?** section of the relevant Booking File, click on **Add Fee**. The Booking File must have been previously saved to add a fee using this option.
   
   Or:
   
   In the **Sales** section of the Booking File, click on **Add Fee** and select **General**.

2. The fee type is selected as **Service Fee**.

3. Enter the fee amount and complete any other required details.

4. Click on **Add General Fee**.

#### How to Void a Travel Agency Fee

1. In the **Sales** section of the Booking File, select the fee item.

2. Click on **Correction** and select **Void Fees**.

   For non-invoiced items:
   - The item status changes to **IGN** (ignored).
   - The item is no longer visible in the **Sales** table unless it is linked to a product item such as Air, Car, or Hotel.

   For invoiced items:
   - A link to the item appears in the **Status** column, followed by the status **COR** in brackets.
   - A new item with the reverse amount is created with a status of **Non-Invoiced (CR2)**. The item type is prefixed with the word **Corrective**.

---

**Image: Invoiced Item with Voided Fees**
Managing Payments

What Are the Different Forms of Payment?

<table>
<thead>
<tr>
<th>Payment</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automatic supplier payment</td>
<td>Relates to any GDS booking paid by credit card (global FOP). The travel agency does not receive any payment from the customer; the booking is paid directly to the supplier. This is indicated on the invoice as 'already paid'.</td>
</tr>
<tr>
<td>Manual supplier payment</td>
<td>Relates to manual bookings. These payments must be manually created to ensure that the invoice document correctly shows that it has already been paid. These payments appear in the Manual Payment to Supplier sub-section of the Form of Payment section of the Booking File.</td>
</tr>
<tr>
<td>Travel agency payments</td>
<td>Created during or after invoicing to indicate the amount due to the travel agency. These payments appear in the Payment to Travel Agency sub-section of the Form of Payment section of the Booking File.</td>
</tr>
</tbody>
</table>

Example: Form of Payment Section

What Is a Credit Card Approval Code?

An approval code is a credit card authorisation and validation number that is received from the bank. The code is an optional entry (activated by a site parameter) when adding a credit card form of payment to a Booking File. After the form of payment is added, the approval code is displayed in the Form of Payment section of the Booking File starting with either the letter A for automatic or the letter N for manual.

How to Add a Global Form of Payment to a Booking

Note: A global form of payment is valid for all documents (such as TSTs and TSMs) that do not have an associated form of payment. This is also valid if documents are created after the form of payment is entered.
1. In the **What do you want to do next?** section or the **Form of Payment** section of the Booking File, click on **Add a Form of Payment**.

2. In the **FOP** tab of the **Form of Payment** pop-up window, select the form of payment from the drop-down menu.
   - If you select **Credit Card**:
     - Enter the credit card details.
     - If activated at site level, enter an optional approval code.

3. Enter the payment details and click on **Add**.

4. To return to the Booking File, click on **Close**.

---

**How to Delete a Form of Payment**

In the **Form of Payment** section of the Booking File:

- Click on **Delete** beside the form of payment that you want to delete.
  - Or:
  - Click on **Delete All** to delete all forms of payment.

**How to Reissue a Form of Payment**

1. In the **Form of Payment** section of the Booking File, click on **Reissue a Form of Payment**.

2. Select the form of payment to reissue.
   - If you select a global form of payment:
     - The **FOP** tab is displayed. Click on **Reissue**.
   - If you select an associated form of payment:
     - The **Advanced FOP** tab is displayed with the passenger and document associations preselected. Click on **Reissue**.
   - If you select to manually create a form of payment:
     a) Select the old form of payment.
     b) Select either a global or advanced form of payment.
     c) Select the new form of payment and enter the details.
     d) Click on **Reissue**.
How to Add a Travel Agency Payment to an Invoice Before Issuing

1. When you have selected the sales item for issuing, enter the payment options as required.
2. If payment options are not yet registered in the Booking File, click on Add Payment and enter the necessary payment details.
   The payment details will also be available in the archived invoice.
3. If you want to remove a newly added payment, click on Remove.
   Note: You cannot remove existing payments. You can only remove a payment before it is assigned. However, you can select or clear existing payments.
4. When complete, click on one of the following:
   - Preview: to register the payment and preview the invoice in PDF format.
   - Issue: to register the payment without displaying the invoice, link the payment to the new invoice, and issue the invoice.
   - Issue and Display: to register the payment, display the invoice, link the payment to the new invoice, and issue the invoice.

How to Add a Travel Agency Payment to an Issued Invoice

1. In the Documents section of the Booking File, select the invoice and click on Assign Payment.
2. Enter the payment options as required.
   The payment details will not be available in the archived invoice.
3. If you want to remove a newly added payment, click on Remove.
   Note: You cannot remove existing payments. You can only remove a payment before it is assigned. However, you can select or clear existing payments.
4. If you do not want to issue a travel agency payment receipt, clear the Issue Payment Receipt check box.
5. Any previously registered payments are displayed. Select a registered payment if you want to use it.
6. To add a new payment, click on Add Payment.
   A new payment line is displayed to allow you to enter the payment details.
7. When complete, click on Assign Payments.

How to Issue a Travel Agency Payment Receipt

1. Under Payments to Travel Agency in the Form of Payment section of the Booking File, click on Issue Payment Receipt next to the item that you want to issue a receipt for.
2. You can also issue a payment receipt when:
   - Issuing an invoice.
   - Adding a travel agency payment using the Form of Payment section.
   - Adding a travel agency payment to an issued invoice.

See How to Issue an Invoice on page 112, How to Add a Travel Agency Payment Using the Form of Payment Section on page 117, and How to Add a Travel Agency Payment to an Issued Invoice above.
3. Enter the email options and click on one of the following:
   - **Preview**: to preview the receipt in PDF format.
   - **Issue and Display**: to issue the receipt and display it in a new browser window.
   - **Issue**: to issue the receipt directly without displaying it.

The payment receipt document is archived and a new document entry for the receipt is displayed in the **Documents** section.

**Note:** You can only issue a payment receipt once for a payment.

### How to Register a Supplier Payment

1. In the **Sales** section of the Booking File, click on **Register Supplier Payment**.

2. Enter the supplier payment options, and click on **Register supplier payment**.

### How to Void a Supplier or Travel Agency Payment

In the **Form of Payment** section of the Booking File, click on **Void Payment** beside the supplier or travel agency payment that you want to void.

**Note:** The **Void Payment** link is only available if the payment has not yet been used in an invoice or payment receipt.

### How to Add a Travel Agency Payment Using the Form of Payment Section

1. In the **Form of Payments** section, click on **Add a Form of Payment**.

2. In the **Payments to Travel Agency** tab of the **Form of Payment** dialogue box, enter the required details.

3. To search for a profile, click on **Search a Profile**.
   a) In the **Search Active Profile** pop-up window, enter the search criteria and click on **Retrieve**.
   b) Select the profile in the results list and click on **Select**.

4. To add a new payment, click on **Add Payment**.
   A new payment line is displayed to allow you to enter the payment details.

5. If you do not want to issue a travel agency payment receipt, clear the **Issue Payment Receipt** check box.

6. When complete, click on **Create Payment**.
Handling Trip Packages

What Is the Purpose of a Trip Package?
A trip package is used to structure the content that is displayed on the invoice. All item details are listed separately, but only one summary package price is shown for all of these items. Therefore if you add a mark-up to a trip package, this specific price is not displayed on the invoice.

How to Create a Trip Package
1. In the Sales section of the Booking File, select the items you want to add to the trip package.
2. Click on the Package button and select Create Package.
3. Enter any optional information for the package.
   Note: If you enter an end date for the package in the To field, you must also enter an earlier start date in the Date From field.
4. Click on Create Package.
   A new sales item, of the type Package, appears in the Sales section in addition to each individual item that is included in the package. All items will be displayed in the printed document.

How to Add Items to a Trip Package
1. In the Sales section of the Booking File, select the items you want to add to the trip package.
   Any selected items that are linked to other items (for example, linked fees) are added to the package with their parent item.
2. Click on the Package button in the action bar.
   A list of existing packages is displayed.
3. Click on the package name you want to add the items to, which is prefixed by 'Add to Package'.
   If the selected items already belong to another package, they are removed from the original package and added to the selected package.
How to Remove Items From a Trip Package

1. In the Sales section of the Booking File, select the items you want to remove from the trip package.
2. Click on the Package button and select Remove From Package.
   - The selected items are redisplayed as individual items in the Sales section and are no longer associated with the parent trip package.
   - If you remove all items from a trip package, the package is ignored and removed from the Sales section.

How to Delete a Trip Package

1. In the Sales section of the Booking File, select the package item.
2. Click on Correction and select Delete Packages.
   All child items are removed from the package and the status of the package item changes to Ignored (IGN).
   Note: If all child items are selected and removed from the package, then the package automatically disappears due to its status of Ignored (IGN).

Replacing Invoiced Items

What Is the Purpose of Replacing an Invoiced Item?

The replacement of an invoiced item automatically creates a reversing credit sales item and a new, non-invoiced, copy of the original invoiced item.

The reversing credit item is not changeable but you can make any necessary corrections to the new debit item.

How to Replace an Invoiced Item From the Sales Section

1. Select the invoiced item.
   You can replace any invoiced item regardless of the item type.
2. Click on Correction and select Replace Invoiced Items.
   - A link to the item appears in the Status column, followed by the status COR in brackets.
   - A new item with a reversing amount and a state of Non Invoiced (CR2) is created and its item type is prefixed with the word Corrective.
   - A new active item with the same amount is created with a state of Non Invoiced that can be edited to correct the original item.

Image: Replaced Invoiced Car Item

<table>
<thead>
<tr>
<th>Type</th>
<th>Customer</th>
<th>Description</th>
<th>Status</th>
<th>Sales Price</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corrective Car</td>
<td>W 34532F</td>
<td>Meier, Martin</td>
<td>Non Invoiced (COR)</td>
<td>47.73 EUR</td>
<td>Details</td>
</tr>
<tr>
<td>Car</td>
<td>W 34532F</td>
<td>Meier, Martin</td>
<td>Non Invoiced</td>
<td>47.73 EUR</td>
<td>Details</td>
</tr>
<tr>
<td>Car</td>
<td>W 34532F</td>
<td>Meier, Martin</td>
<td>1004/21/12235-000234 (COR)</td>
<td>47.73 EUR</td>
<td>Details</td>
</tr>
</tbody>
</table>
How to Replace an Invoiced Item From the Documents Section

1. Select the invoiced item.
2. Click on Replace document.
   - To replace the item and issue a credit note, select Replace Invoice and issue credit note.
   - Otherwise, select Replace invoice.

What Are the Invoicing Options for Replaced Invoiced Items?

All new sales items resulting from correction should be invoiced to ensure that they are in a correct financial state.

For the two new, non-invoiced, corrected items, the following invoicing options are available:

- Invoice the items separately. This creates two documents: a credit note and new invoice document.
- Invoice both items together. This creates one common credit note or invoice document for the difference:
  - If the document price is zero or positive, an invoice document is issued.
  - If the document price is negative, a credit note is issued.

Automatic Correction of Sales Items

What Prompts Automatic Correction of Sales Items?

- The removal of a passenger triggers the automatic correction of all sales items associated with that passenger.
- The removal of a car or hotel segment triggers the automatic correction of all sales items associated with that segment.
- The removal of the TST/TSM/QT pricing element triggers the automatic correction of all sales items associated to this element (TST/QT for Air GDS, TSM/QT for EMD and QT for ETRs).

How Does Automatic Correction Affect Invoiced Sales Items?

If a committed segment/passenger/pricing element (TST/TSM/QTP) is removed and the sales item is already invoiced, which implies that the sales item is restricted, and it has an Active (ACT) status:

- The status of the sales item is updated to Cancelled (CAN).
- A new sales item is created with a Refund (RFN) status. This new sales item is identical to the original sales item created with a negative price sign.

You can edit the new refund item with Margin/Discount information.

Invoicing the new refund item results in a credit note document.

How Does Automatic Correction Affect Non-Invoiced Sales Items?

If a committed segment/passenger/pricing element (TST/TSM/QTP) is removed and the sales item is not invoiced, which implies that the sales item is not restricted, and it has an Active (ACT) status:
• The status of the sales item is updated to Ignored (IGN).
• The sales item is no longer displayed in the Sales section.
• The link between the sales item and the deleted element is cancelled.

How Does Automatic Correction Affect Ticketing After Invoicing?
If the ticket is issued after the invoice was already created:
• The status of the original sales item is updated to Cancelled (CAN).
• A new sales item is created with a Refund (RFN) status. This new sales item is identical to the original sales item created but it has a negative price sign.
• Another new active sales item is created containing the new price and the ticket number.

You can now edit the new refund and the new active sales item with Margin/Discount information.
Invoicing the new refund item results in a credit note document.
Invoicing the new sales item results in a new invoice document containing the ticket number.

Changing Customer Associations

How Is the Default Customer Defined For Sales Items?
Provided the sales item did not have a change of customer association, the default customer is defined as follows:
• The first company profile that was entered in the Booking File.
• If no company profile is available, the first customer profile that was entered in the Booking File.
• If there is no customer profile, then nothing is displayed in the Customer column.

This default customer is prefixed by the letter A (Automatic).
If you manually change the customer association, the customer is prefixed by the letter M (Manual).

Which Sales Items Allow a Change of Customer Association?
You can only change the customer association for an item that is active and not yet invoiced.
Refund items must have the same customer as the item they refund.
An item that has already been refunded can have a change of customer association provided the item is active and not yet invoiced. The customer association of the related refund item changes automatically.
What Are the Ways to Change the Customer Association for a Sales Item?

- Using the **Sales Details** tab of the **Details** pop-up window, you can:
  - Directly enter the customer record locator.
  - Select a previously linked profile from another sales item.
  - Search for a profile provided that the profile is not linked to another item. Refer to *Searching for Profiles From Sales Items* on page 123.

- Using the **Change Customer** menu in the Action bar in the **Sales** section of the Booking File, you can:
  - Select a previously linked profile from another sales item.
  - Search for a profile provided that the profile is not linked to another item. Refer to *Searching for Profiles From Sales Items* on page 123.

How to Change the Customer Association for a Sales Item

1. In the **Sales** section of the Booking File, select the sales items and click on **Change Customer**.

   A list of all passengers in the Booking File is displayed. Any profiles that are already linked to the Booking File are also displayed (prefixed by their record locator).

2. Select the customer or profile from the list.

3. To link a new profile to the Booking File, search for the profile directly from the **Change Customer** menu. Refer to *Searching for Profiles From Sales Items* on page 123.

   Or:

   1. In the **Sales** section of the Booking File, click on the **Details** link of the sales item you want to modify.
   2. In the **Details** pop-up window, click on the **Sales Details** tab.
   3. Enter the customer record locator in the **Customer Record Locator** field.

   The name of the customer is displayed in the **Customer** field.

4. If there is already a profile linked to other sales items in the booking file, you can display the profile using the drop-down box for the **Customer Record Locator** field.

5. To link a new profile to the sales item, click on **Search a Profile**. Refer to *Searching for Profiles From Sales Items* on page 123.

6. Click on **Update**.
Searching for Profiles From Sales Items

What Are the Ways to Search for a Profile From a Sales Item?

- Using the Search a Profile link in the Sales Details tab of the Details pop-up window.

- Using the Change Customer menu in the Action bar in the Sales section of the Booking File.

How to Search for a Profile From a Sales Item

1. In the Sales section of the Booking File, select the sales items, click on Change Customer and select Search a Profile.
   Or:
   In the Sales section of the Booking File, click on the Details link of the sales item and click on the Sales Details tab.
2. Click on Search a Profile.
3. In the Search Active Profile pop-up window, enter the search criteria and click on Retrieve.
4. Select the profile in the results list and click on Select.
5. Click on Update.
Managing Attachments

How to Add an Attachment

**Note:** You should save the Booking File before adding an attachment.

**Note:** You must have Internet Explorer Version 10 or higher to add an attachment.

1. If an attachment has not yet been added to the Booking File, click on **Add attachment** in the **What do you want to do next?** section.
   
   If attachments have already been added to the Booking file, you can either:
   
   - Click on **Add attachment** in the **What do you want to do next?** section.
   
   Or:
   
   - Click on **Add attachment** in the **Documents** section.
2. You are prompted to either continue to add the attachment, or to save your changes to the Booking File before adding the attachment.
   
   - If you have not yet saved the Booking File, click on **Do not add attachment** to exit the workflow and save the Booking File.
   
   - If you want to continue, click on **Add attachment**.
3. Click on **Choose file** and browse to the attachment that you want to add.
4. Enter any other relevant details and click on **Add attachment**.

How to Delete an Attachment

**Note:** You should save the Booking File before deleting an attachment.

1. Click on **Delete attachment** in the **Documents** section.
2. You are prompted to either continue to delete the attachment, or to save your changes to the Booking File before deleting the attachment.
   - If you have not yet saved the Booking File, click on **Do not delete attachment** to exit the workflow and save the Booking File.
   - If you want to continue, click on **Delete attachment**.

### Managing Service Recommendations

**What Are Service Recommendations?**

Service recommendations are tailored proposals for services, such as car rental, transfers, hotel, insurance, or baggage that are displayed in Command page or the Booking File when the relevant site parameter is enabled.

Initially, the graphical recommendations appear in a preview panel at the bottom of the page to ensure they do not interfere with any ongoing tasks.

If you want to see details of a proposal, you can then expand the proposal window where you can proceed to select and book it.

#### Example: Expanded Recommendations View

![Expanded Recommendations View](image)

**What Service Recommendations Are Available?**

- Insurance
- Cars
- Hotels
- Transfers
- Baggage and seats

**What Triggers the Recommendations Process in the Booking File?**

- Retrieve an eligible Booking File.
- Show an eligible Booking File from Command page.
- Save and Confirm (ER).
- Save and Change Status (ERK).
- Save and Send IMR (BT/RT).
How to Expand or Collapse Recommendations

- To minimise or maximise the teaser view of the recommendations panel, click on the minimise icon or the maximise icon.

- To expand a recommendation, click on the Expand icon in the Recommendations panel.
  Alternatively, click on the tab for the recommendation.

- To collapse a recommendation, click on the Collapse icon in the Recommendations panel.
  Alternatively, click anywhere on the Command page.

How to Navigate Recommendations

If there are too many recommendations to fit on the screen, click on the Left and Right arrows each side of the Recommendations panel to navigate the recommendations.

How to Book a Hotel Recommendation

1. Expand the Recommendations panel.
   Each hotel recommendation includes a guest rating based on sentiment analysis.

2. To view the details of a recommendation, click on the Details button of a hotel recommendation.
   - If there is more than one passenger, you are prompted to select the number of rooms and their respective occupancy.
   - Depending on your site parameter settings, either the graphic Hotel module or the Command page opens on the details page for the hotel. From here, you can review full details of the recommendation and complete the booking.

3. To view more hotel options, click on More Hotels.
   - If there is more than one passenger, you are prompted to select the number of rooms and their respective occupancy.
   - Depending on your site parameter settings, either the graphic Hotel module or the Command page opens on the availability page. From here, you can continue to check for availability and complete a booking.

How to Book a Car Recommendation

Expand the Recommendations panel and click on the Select button of a car recommendation.

- For GDS recommendations (and depending on your site settings), either:
  a) The graphic Car module opens with the selected recommendation displayed, in addition to alternatives for the same date and destination from the same provider. From here, you can complete the booking.
Or:

b) The cryptic command to book the selected car is triggered in the Command page, in addition to alternatives for the same date and destination from the same provider. From here, you can complete the booking.

- For non-GDS recommendations, the car provider website opens where you can complete the booking.

**How to Book an Insurance Recommendation**

Expand the **Recommendations** panel and click on the **Book** button of an insurance recommendation.

This triggers the cryptic command to book the selected recommendation in the Command page.

**How to Book a Transfer Recommendation**

1. Expand the **Recommendations** panel.
2. To access the **Transfers** module and book a recommendation, click on the **Details** button of a transfer recommendation.
   
   **Note:** Smart Content must be enabled and configured correctly for the **Details** button to display the Transfers module.
   
   **Note:** In the Transfers module, the location is not completed automatically.

**How to Book a Baggage or Seat Recommendation**

1. Expand the **Recommendations** panel.
2. Click on **Add Bags & Seats** to see the baggage and seat recommendations.
   - Click on the **Details** button for baggage to open the Seats and Services Catalogue in the **Baggage** section.
   - Click on the **Details** button for seats to open the Seats and Services Catalogue in the **Seat Map** section. A seat option only appears when a seat map is available and when the booking does not already contain a seat reservation.
3. Complete the request in the Seats and Services Catalogue.
Chapter 6
Hotels

Getting Started With Amadeus Hotels

What Is Amadeus Hotels?

Amadeus Hotels is a graphic module that enables you to search for and book hotels from a large variety of hotel providers.

You can search for hotel content from hotel chains, independent hotels, and aggregators. You can select the aggregators of your choice and register with them online.

See How to Register for Aggregator Content on page 131.

You can use Hotels to:

• Find hotel chains and aggregator hotels in a city, at an airport, on a specific street, or close to a landmark.
• Display search results based on your customer’s criteria, with real-time rate and room availability.
• Sort hotels according to criteria such as price, distance, or guest rating.
• Filter hotels and rates based on criteria such as the hotel category, hotel facilities, traveller’s budget, and payment conditions.
• Choose and book a hotel directly from a map (for example, road map or aerial view) based on its proximity to a landmark.
• Compare hotels and email them to your customer.
• Retrieve previous searches and bookmark up to ten favourite hotels.
• Display and email detailed information about the hotel, including real-time availability and rates, descriptive information, photos, and location on the map.
• Retrieve and print booking confirmations.
• Cancel bookings.

Video: What Is Amadeus Hotels?
Launch
How to Display Your User Settings
1. Go to the Command Page.
2. Enter JGD to display parameters such as currency and distance unit.

Example: Displaying Your User Settings

What Types of Hotel Content Are Available?
There are two types of hotel content available:
- Hotel chain
- Aggregator

What Is the Customer Mode Display?
Throughout the shopping and booking flow, there is a customer mode option to hide travel agency commission or mark-up information, such as estimated earnings, if you are sharing your screen with a customer.

You can then return the display to agency mode when you are finished sharing by using the toggle button.
Registering With Aggregators

**What Are Aggregators?**

Aggregators are hotel content providers who gather content from multiple sources. Each aggregator provides access to a range of hotels.

You can access a number of aggregators, and you can enable or clear a specific aggregator at any time on the aggregator registration page.

The aggregator registration page displays all aggregators and their current status. For example:

- **Office-level registration** - the aggregator has been registered at office level and is included in your searches.

- **Multiple-corporation registration** - the aggregator includes multiple credentials. You are able to select the relevant corporation name in the Corporation Name field when you are searching for hotels.

The list of aggregators continuously increases as new aggregators are added.

**How to Register for Aggregator Content**

1. Click on **Aggregators**.
2. Click on **Register Now**.
3. Click on **No Account Yet? Create It!**
4. Complete and submit the registration form.
   - You receive an email with your login credentials from the aggregator.

   **Note:** Some aggregators do not require credentials. For more information on aggregator options, see *What Are the Aggregator Registration Actions?* on page 132.

5. Click on **Register Now**.
6. Complete the login fields.
7. Click on **Submit**.
Example: Registering with Aggregators

Video: How to Register with Aggregators

Launch

How to Disable an Aggregator
1. Click on Aggregators.
2. Select an aggregator and click on Disable.
   The aggregator is disabled and is not displayed in the search results.

How to Update Aggregator Credentials
1. Click on Aggregators.
2. In the aggregator panel of the Registration page, click on Update Password.
3. Enter the new credentials and click on Submit.

What Are the Aggregator Registration Actions?

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Register</td>
<td>Select this option to register with a specific aggregator.</td>
</tr>
<tr>
<td>Enable</td>
<td>Select this option to enable the display of a specific aggregator hotel contents in your search results.</td>
</tr>
<tr>
<td>Enable public rates</td>
<td>Select this option to view rates available to everybody. Some aggregators give you the option to choose between rates available to everybody and rates available only to you. No login credentials are required.</td>
</tr>
<tr>
<td>Action</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Register for private rates</td>
<td>Select this option to view the rates that are available only to you. For private rates, you need login credentials for the aggregators page.</td>
</tr>
</tbody>
</table>

**What Is the Booking Flow?**

The graphical user interface guides you through the complete booking flow.

Each step in the flow is presented on a separate page. A highlighted arrow at the top of the screen shows which step you are at in the booking process.

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Search for a hotel.</td>
<td>Use the <strong>Search</strong> page to specify the search criteria, including location and dates of stay. See <em>Searching for Hotels and Refining Your Search</em> on page 134.</td>
</tr>
<tr>
<td>2. Select and book a hotel room.</td>
<td>The <strong>Hotels</strong> page displays a list of hotels that match the search criteria and have rooms available for the dates that you requested. From this page, you can display hotel details, choose a hotel, and book a room. See <em>Selecting and Booking a Hotel Room</em> on page 140.</td>
</tr>
<tr>
<td>3. Enter the traveller and payment details.</td>
<td>When you have selected a hotel room, the <strong>Booking</strong> page is displayed automatically, allowing you to enter the traveller and payment details. See <em>Entering Traveller and Payment Details</em> on page 146.</td>
</tr>
<tr>
<td>4. Confirm the booking.</td>
<td>After you have completed the booking and it has been confirmed by the hotel, the <strong>Confirmation</strong> page is displayed. The <strong>Confirmation</strong> page shows all the details of the hotel booking, including traveller information, hotel reservation number, hotel details, rate information, and hotel preferences. From this page, you can print or email the booking details or book another hotel for the same traveller (in the same Booking File). To confirm the hotel booking, you should complete the Booking File by entering all the required Booking File elements (for example, Contact, Received From) and then save the Booking File. You can do this either in the Booking File module or in the Command Page. See <em>Confirming a Hotel Booking</em> on page 149.</td>
</tr>
</tbody>
</table>
Searching for Hotels and Refining Your Search

Searching for a Hotel

**What Are IATA Codes?**

An IATA code is a unique three-letter code that is used to identify an airport or city. The codes are assigned and governed by the International Air Transport Association (IATA).

You use IATA codes to identify a location. However, you can also easily find hotels within a city or around an airport without any prior knowledge of IATA codes or find hotels in locations that are not IATA-coded.

**What Are Geocoded Locations?**

A geocoded location is one that has associated geographic coordinates (often expressed as latitude and longitude). The coordinates of a location are determined by geographic data; for example, address and postal code.

You can find hotels using a radius search. The default radius for the Geographic search is 25 km.

The coordinates of a location can be embedded into media such as street maps. This enables you to show hotels on a map or 3D aerial photograph.

**What Is a Landmark?**

A landmark is a building, monument, or any other type of landmark considered important enough to be used when searching for and booking hotels. Each landmark is assigned to a category according to its nature. For example, an airport, a university, a sports stadium or a tourist attraction.

You can search for hotels that are within a certain distance of an address or landmark. When you start to enter a destination, a list of registered landmarks is displayed.

A landmark is sometimes referred to as a point of reference.

**Note:** The list is built using an Amadeus-specific list of references and business locations, together with data supplied by third party map providers. Consequently, Amadeus is unable to guarantee the accuracy of all references.

**What Is a Property Code?**

Each hotel stored in the Amadeus Central System has a property code that is composed of three parts:

- Hotel provider code.
- Location IATA code.
- Three-character code consisting of letters, digits, or both.

**Examples:** ILMSP753, RTNCEFRT, LWNCE003, DHDXBAHT

You can search for a specific hotel using its property code. The search result displays the available rooms and rates for that hotel.
What Is the Star Rating System?
When you select a star rating in your search, the search displays only hotels of the selected star rating.

<table>
<thead>
<tr>
<th>Star Rating</th>
<th>Hotel Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>★</td>
<td>Tourist</td>
</tr>
<tr>
<td>★★</td>
<td>Standard</td>
</tr>
<tr>
<td>★★★</td>
<td>First</td>
</tr>
<tr>
<td>★★★★</td>
<td>Luxury</td>
</tr>
</tbody>
</table>

What Is the Merged Display?
The merged display allows you to concurrently view both hotel chain and aggregator content in your search results.

To benefit from the merged display, you need to:
- Have Hotels activated.
- Register with one or more aggregators.

The merged display improves hotel comparison and selection because it displays content from multiple sources, while eliminating hotel duplication.

By default, the merged display shows the lowest rate of all providers.

Note: The merged display of hotel chain and aggregator content is only available for single-room searches with no extra child bed. When you search for more than one room and for an extra child bed, only aggregator offerings are displayed.

What Are the Different Search Options?
- City
- Airport
- IATA
- Address
- Landmark
- Hotel property code

How to Search for a Hotel
1. In the New Booking tab of the Search page, enter the destination.

When you have entered three letters, an autocomplete list of the locations, addresses or registered landmarks beginning with these letters is displayed.

If the destination you want does not appear in the autocomplete list, continue typing until you have entered the full destination.
See *What Are the Different Search Options?* on page 135.

2. Select the dates.

3. Select the number of guests.
   
   **Note:** The default selection is one guest.

4. Use the **Advanced search criteria** section to refine your search.
   
   - If multiple credentials are registered for an aggregator, you can select the relevant name from the **Corporation name** field. Otherwise, this field is not displayed.
   
   - Depending on your settings, you may have the option to select the country of residence and nationality of the traveller.

   Refer to *Refining Your Search* on page 137.

5. Click on **Switch to customer mode** if you want to hide agency commission or mark-up information. See *What Is the Customer Mode Display?* on page 130.

6. Click on **Search**.

   The **Hotels** page displays the results of your search.

   To reduce response time, a number of hotels that match your search criteria are displayed while the search for more hotels continues in the background. After the search is completed, you can add the other hotels that have become available to the results list by clicking on **Show all**.

   **Note:** The 10 most recent searches are saved.

### How to Search for a Hotel With an Active Booking File

1. Go to the Booking File module to retrieve an existing Booking File or create a new one.

2. Go to **Hotels** to search for a hotel using the **New booking** tab.
   
   - If you have already booked a flight using the city or airport, the dates and length of stay are taken from the flight segment and automatically loaded in the **Search** page.
   
   - If you have loaded a traveller profile that contains traveller preferences, these preferences fill the related fields in the **Search** page automatically.

3. Continue with your hotel booking process as usual.

   If traveller information is already available in the Booking File, it is filled in automatically when you are asked to enter traveller details.
Example: Searching for a Hotel

Refining Your Search

How to Define a Price Range

1. In the New booking tab of the Search page, click on Advanced search criteria.
2. Enter the minimum price per night, the maximum price per night, or both.
3. Enter the currency or click on $ to select it from a list.
   
   Note: The system may return hotel rooms up to 10% outside your price range.

How to Search for a Published Rate

1. In the New booking tab of the Search page, click on Advanced search criteria.
2. In the Published rates field enter the rate codes, separated by semicolons, or click on $ to select them from a list.
   
   Example: RAC;CON;MIL
How to Enter Room Occupancy Details
1. In the New booking tab of the Search page, enter your room criteria for Room 1.
2. To add another room, click on Add room and enter your criteria.

How to Define a Radius for the Search
1. In the New booking tab of the Search page, click on Advanced search criteria.
2. Select the radius criteria in the Geographical preferences section.

How to Request Only Hotel Chain Content or Only Aggregator Content
1. In the New booking tab of the Search page, click on Advanced search criteria.
2. Expand the Sources drop-down menu.
   - To search for hotel chain content only, select GDS only.
   - To search for aggregator content only, select Aggregators only.
You can also type the options in the Sources field to use autocomplete instead of using the drop-down list.

Note: If you have already selected a hotel chain or an aggregator in the Sources drop-down list, you cannot request only hotel chain content or only aggregator content. You must first clear the Sources field.

How to Include or Exclude Rates from Different Sources

Note: You do not have the option to include or exclude rates from different sources if you request hotel chain content only or aggregator content only. The option is only available if you request a specific chain.
1. In the New booking tab of the Search page, click on Advanced search criteria.
2. Enter the hotel chain in the Sources field.
   - To include rates from different sources other than the requested chain, select the check box entitled Include rates from other sources.
   - To exclude rates from different sources and ensure the results only contain the requested chain, clear the check box entitled Include rates from other sources.

How to Change the Search Criteria
1. On the Hotels page, click on the icon at the top of the screen.
   The New booking tab of the Search page is displayed.
2. Click on Reset to clear the search criteria.
3. Enter the new criteria and click on Search.
What Are the Filter Options?

<table>
<thead>
<tr>
<th>Filter Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hotel Category</td>
<td>Specify the star rating.</td>
</tr>
<tr>
<td>Distance</td>
<td>Specify the distance of the hotel from a location entered in the Destination field, such as a city centre.</td>
</tr>
<tr>
<td>Location</td>
<td>Specify the search area by entering one or more city names.</td>
</tr>
<tr>
<td>Hotel Chain</td>
<td>Specify any preferred hotel chain.</td>
</tr>
<tr>
<td>Hotel Name</td>
<td>Specify any preferred hotel name.</td>
</tr>
<tr>
<td>Facilities</td>
<td>Specify any preferred facilities.</td>
</tr>
<tr>
<td>Budget</td>
<td>Specify the maximum budget value, in your preferred currency. Select <strong>Per Stay</strong> to specify the total cost of a stay. If you select <strong>Per Night</strong> for a stay of multiple nights, the price displayed is the average. Optionally select <strong>BAR</strong> to show only hotels offering &quot;Best Available Rates&quot;, or <strong>NEGO</strong> to show only hotels that offer the requested negotiated rate(s).</td>
</tr>
<tr>
<td>Payment</td>
<td>Specify one or more preferred payment types. The lowest value for the selected payment type is updated for the hotel in the results, and only hotels that offer rates with the selected payment type(s) are displayed. <strong>Note:</strong> This filter is not available for multi-room searches.</td>
</tr>
<tr>
<td>Guest Rating</td>
<td>Specify the range from 1 to 6, and optionally select the <strong>Include Hotels With No Rating</strong> check box.</td>
</tr>
</tbody>
</table>

How to Use Filters to Find Hotels

In the **Filter** panel, select the filters you want to apply from the category. (If necessary, click on ¥ to display the filter options.)

The search results are instantly narrowed down to display only the hotels for the categories that you have requested. The number of matching hotels resulting from the filter is indicated.

Results found for: Paris (PAR), France, 18 Jan - 19 Jan, 1 room(s)

Showing 308 hotels out of 324
Example: Selecting the Filter Options

Selecting and Booking a Hotel Room

Choosing a Hotel

What Do the Hotel Facilities Icons Indicate?

- Internet access
- Air conditioning
Parking
Swimming pool
Health club

**Note:** These facilities are only displayed if they are available.

**How to Display All Hotel Facilities**

On the **Hotels** page, hover the mouse over the **More** link under the facilities icons, or over the **Facilities** link if no icons are displayed.

A list of additional facilities is shown.

**How to Display Hotel Reviews**

On the **Hotels** page, click on the reviews rating icon for a hotel, if available.

**Example: Hotel Reviews**

![Hotel Reviews Example](image)

**How to Display Source Names for Multiple Source Results**

On the **Hotels** page, mouseover the **Multiple Sources** link.

A pop-up appears, showing a list of sources, including the lowest rate offered by each source.

**Example: Viewing Sources**

![Multiple Sources Example](image)

**How to Display Rate Details**

On the **Hotels** page, click on the room rate button.

**Note:** This applies to single room searches only.

A list of available rate types is shown.
Example: Viewing Rate Details

How to Display Room Conditions

1. On the Hotels page, click on the room rate button.
2. Click on the room name to open the Conditions pop-up window.

How to Display Payment Policy Details

1. On the Hotels page, click on the room rate button.
2. Hover the mouse over the policy link under the Book button, for example, Deposit, Prepaid, or Guarantee.
   A tooltip is displayed with the respective policy details.

What Are the Different Rate Types Offered By Hotels Chains?

The rates available for hotel chains are:

- Negotiated Rates
- BAR rates (Best Available Rates)

Negotiated rates are indicated in the availability display by the NEGO icon.

You can store any negotiated rates in your sign preferences, and use them automatically when you search for hotel availability.

The BAR program acts as a guarantee that the rates available are the best public rates for:

- Rack Rates
- Non-negotiated Rates
- Corporate Rates
- Weekend Rates
- Lowest Unrestricted Rates
  This is the lowest rate available to the general public, on a particular day for a particular stay. These rates do not require prepayment, and do not impose cancellation and change penalties or fees, other than those resulting from the hotel property's normal cancellation policy.
- Promotional/Special Rates
Comparing and Saving Hotel Details

How to Compare Hotels Using the Comparison Feature

1. On the Hotels page, mouseover either the hotel or a specific hotel rate and click on the Add to comparison link.

   The hotel or room rate is added to the Selected Hotels panel.

2. When you are ready to compare, click on Compare these hotels.

3. In the Compared Hotels window, you can edit the rate information and add any necessary comments to the comparison file.

   Note: If you have selected multiple rooms, the cancellation policy is not displayed.

4. Click on the Print icon to print the file or click on the Email icon to send the file to the customer.

Example: Comparing Hotels
How to Save Hotel Details

1. On the Hotels page, mouseover the hotel and click on the Add to comparison link.
   The room rate and the hotel are added to the Selected hotels panel.
2. Click on Save these hotels in the Selected hotels panel.

Using the Map

What Are the Map Types?

<table>
<thead>
<tr>
<th>Map Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Road</td>
<td>The road map displays the hotel on a normal road map view. This is the default display.</td>
</tr>
<tr>
<td>Aerial</td>
<td>The aerial map displays an aerial photo of the hotel location.</td>
</tr>
</tbody>
</table>

How to Expand and Collapse the Map

1. On the Hotels page, click on the Show hotels on map button in the condensed map view.
   If you have selected a hotel for comparison, its rate is shown in a different colour to the other hotels in the map view.
2. To collapse the map view, click on the Close map button in the expanded map view.

How to View the Location of a Hotel

On the Hotels page, click on the location of the hotel.

The map view is expanded, centred on the location of the hotel. The selected hotel is indicated by an orange price tag.
Example: Viewing the Location of a Hotel

Booking a Room

How to Book a Room

1. On the Hotels page, click on the button that displays the room rate.
2. Click on Book next to the room and rate that you want to book.
Example: Booking a Room

Entering Traveller and Payment Details

What Is the Booking Page?

The Booking page is where you enter the traveller and payment details. The information requested varies depending on whether you are booking with a chain or an aggregator.

If traveller information is already available in the Booking File, the related fields are automatically completed.

If you have retrieved a profile, some of the fields may already be completed with the traveller's preferences.

If no data has been loaded, you need to manually complete the fields.

How to Request Special Services

1. In the Traveller Information section of the Booking page, enter the details of the main traveller and any additional travellers.

   - If the details of the main traveller and any additional travellers are already in the Booking File, you can select these from the corresponding dropdown menu. However, you cannot add another name to the booking.

   - If the main traveller details are already in a profile, you can select these from the autofill box that is displayed. You can also add a new traveller name.

2. In the Hotel Preferences section of the page, specify any special requests to the hotel, such as a non-smoking room, early or late check-in or other available requests, in the Supplementary Information field.
Note: The Supplementary Information field is not displayed if the selected aggregator does not support supplementary information.

3. In the Payment Information section, select the method of payment from the drop-down menu.
   The method of payment for hotel chains is predefined.

4. Click on Send reservation request.

How to Complete a Hotel Booking

1. In the Traveller Information section of the Booking page, enter the details of the main traveller and any additional travellers.
   - If the details of the main traveller and any additional travellers are already in the Booking File, you can select these from the corresponding drop-down menu. However, you cannot add another name to the booking.
   - If the main traveller details are already in a profile, you can select these from the autocomplete box that is displayed. You can also add a new traveller name.

2. In the Hotel Preferences section, specify any preferences or special requests, such as a non-smoking room, early or late check-in or other available requests.

3. In the Payment Information section, enter the payment details or select the method of payment from the dropdown list.
   The method of payment for hotel chains is predefined.

4. If the payment method is Agency Account, and the rate is not set to non-refundable, you can set your booking to be confirmed later by selecting the On Hold option and selecting the date at which the booking is automatically cancelled if it has not been confirmed.

5. For aggregator bookings, you need to enter a Travel Agency email address where the aggregator can send the booking documentation such as a voucher or confirmation email.

6. Review the hotel and pricing summary.

7. To view the booking conditions and cancellation policies, mouseover the rate link in the Pricing Details section.

8. Click on Send reservation request.
   - For hotel chain bookings, you are prompted to perform an end transaction on the Booking File.
   - For aggregator bookings, the Booking File is automatically saved (ER) by the system. When the booking is confirmed by the aggregator, the Confirmation page is displayed, showing full details of the hotel booking. If a Booking File was not created initially, a Booking File is created containing the hotel segment. A Name element is also added if it was not already present.
What Are the Payment Requirements for an Aggregator Booking?

For aggregators, most bookings are made in a prepaid model. This means that the booking is paid for by the traveller at the agency.

You select the method of payment in the Booking page.

The method of payment depends on the aggregator, and may vary if you have a specific agreement with the aggregator. For example, Agency Account.

The payment is either processed immediately or at a later stage, depending on the specification in the Booking page.

Book Now, Pay Later

Some aggregators allow you to reserve a room at a given rate for a certain time with an option to pay later.

If this option is available, it is also displayed with the rate conditions during the booking flow. The time limit for payment is also provided.

If you choose this payment option, you receive an email notification of the payment deadline three days before the payment is due. If the payment is not made before the deadline, the booking is automatically cancelled.

For information on how to make the payment before the reservation expires, see How to Confirm an Aggregator Booking With a Pay Later Option on page 150.
Putting a Booking on Hold With an Automatic Cancellation Date

You can put a booking on hold for it to be confirmed at a later date.

On the Booking page, the **On Hold** option is visible for eligible rates when you select **Agency Account** as method of payment. When you select this option, you need to set a date at which it is automatically cancelled if the booking has not been confirmed. The date chosen must comply with the cancellation policy for the booking.

You will receive daily reminders of the automatic cancellation starting three days before the set date.

Confirming a Hotel Booking

Confirming a Hotel Chain Booking

Your booking is only fully confirmed after the Booking File has been completed and saved.

You can do this in either the Booking File module or the Command page.

You can still modify or cancel the booking after it has been confirmed. However, it is important to first read the hotel's or the aggregator's conditions to check if any penalties apply.

Confirming an Aggregator Booking

The hotel booking is automatically confirmed at the time of booking.

You can cancel the booking after it has been confirmed.

**Note:** It is important to first read the hotel's or the aggregator's conditions to check if any penalties apply.

You can modify dates for aggregator hotel bookings using a cryptic command in the Command page. For all other aggregator hotel booking modifications, you must cancel and rebook.
Example: Booking Confirmation

How to Confirm an Aggregator Booking With a Pay Later Option

1. Retrieve the booking. See How to Retrieve a Booking Confirmation Using a General Search on page 152 and How to Retrieve a Booking Confirmation Using the Confirmation Number and Provider on page 152.

   You can select the status of Pending Payment in Your Booking Search Options to refine the search.

2. Click on the Add Payment button on the Confirmation screen.

3. Enter the payment details and click on Make Payment.

How to Confirm a Booking on Hold

1. Retrieve the booking. See How to Retrieve a Booking Confirmation Using a General Search on page 152 and How to Retrieve a Booking Confirmation Using the Confirmation Number and Provider on page 152.

   You can select the status of Pending Confirmation in Your Booking Search Options to refine the search.
Note: If you missed the automatic cancellation date set for the booking on hold, the booking has been cancelled automatically and is not returned by the search.

2. Click on the Confirm Now button on the Booking Retrieval screen.

How to Confirm a Hotel Booking in the Booking File Module

1. Go to the Booking File module.
   Some of the elements that are mandatory in a Booking File are already completed from the information you entered in the hotel booking, for example, the Name element and the hotel segment.

2. Complete the Booking File with any remaining mandatory elements:
   - Contact
   - Received From
   - Ticketing Arrangement

3. End transact the Booking File to confirm the hotel booking.
   The Booking File is assigned a record locator, which you can use to retrieve the Booking File if required.

How to Confirm a Hotel Booking in the Command Page

1. Go to the Command Page.

2. Use the RT transaction entry to retrieve the active booking.
   Some of the elements that are mandatory in a Booking File are automatically completed using the information you entered in the booking, for example, the NM - Name element and the hotel segment.

3. Complete the Booking File with any remaining mandatory elements:
   - AP - Contact
   - RF - Received From
   - TK - Ticketing Arrangement

   Note: Enter HE BOOKING FILE for help on how to complete a Booking File using cryptic transaction entries.

4. Use either the ET or ER transaction entry to save (end transact) the Booking File and confirm the booking.
   The Booking File is assigned a record locator, which you can use to retrieve the Booking File if required.

Retrieving, Printing, and Emailing a Hotel Booking Confirmation

You can print and email a confirmation for a new booking from the Confirmation page at the end of the booking flow.
You can also retrieve, print, or email a previous booking confirmation using the Booking list tab on the Search page. From here, you can also display a list of bookings that have something in common, such as all bookings made by the same agent.

**How to Retrieve a Booking Confirmation Using a General Search**

1. On the Search page, click on the Booking list tab to display Your booking search options.
   
   The office in which you are logged into is displayed by default in the Office ID field. The search is based on this office.
   
   **Note:** You cannot update the Office ID field for a search. To search for bookings made by a different office, you must sign into that office and search from there.

2. Enter the search criteria and click on Search.
   
   To retrieve a booking using the confirmation number and provider, even if the booking was made by a different office, see How to Retrieve a Booking Confirmation Using the Confirmation Number and Provider below.
   
   All active bookings that match the search criteria are displayed, up to a maximum of 200.

3. To display the details of a booking and access the print and cancel follow-up actions, click on the booking in the search results list.

**How to Retrieve a Booking Confirmation Using the Confirmation Number and Provider**

1. On the Search page, click on the Booking list tab to display Your booking search options.

2. Click on the Quick Retrieve link to display the Confirmation number and Provider fields.

   **Note:** You can retrieve a booking that was made by an office other than the office you are signed into, provided that you have the security rights for that office.

3. Enter the search criteria and click on Search.

4. To display the details of the booking and access the print and cancel follow-up actions, click on the booking.

**How to Export the Booking List as an Excel File**

1. On the Search page, click on the Booking list tab and retrieve the required bookings. See How to Retrieve a Booking Confirmation Using a General Search above and How to Retrieve a Booking Confirmation Using the Confirmation Number and Provider above.

2. Click on the Export icon  

   The booking list is downloaded as an Excel file to your local drive.
How to Print a Previous Booking Confirmation

1. Retrieve and display the booking that you want to print. See How to Retrieve a Booking Confirmation Using a General Search on page 152 or How to Retrieve a Booking Confirmation Using the Confirmation Number and Provider on page 152.
2. Click on Print and follow your standard printing instructions.

How to Print a New Booking Confirmation

After a booking is confirmed, the Confirmation page displays the booking summary.
Click on Print and follow your standard printing instructions.

How to Email a New Booking Confirmation

After a booking is confirmed, the Confirmation page displays the booking summary.
1. To email the booking confirmation, click on Send.
2. Enter the destination email address and click on Send Email.

Cancelling a Hotel Booking

How to Cancel a Confirmed Hotel Booking

1. Retrieve and display the booking that you want to cancel. See How to Retrieve a Booking Confirmation Using a General Search on page 152 and How to Retrieve a Booking Confirmation Using the Confirmation Number and Provider on page 152.
2. Click on Cancel.
   The cancellation policy is displayed in the Cancel Booking pop-up window so that you can review the policy details before completing the cancellation.
3. To confirm the cancellation, click on Yes.
   The Booking File is updated to reflect the cancellation.

How to Cancel a Confirmed Hotel Booking in the Booking File Module

1. Before you cancel a confirmed hotel booking, read the hotel's cancellation policies to check if any penalties apply.
2. Retrieve the Booking File and select the hotel segment you want to cancel.
3. Click on Cancel to open the Cancel window.
   - To cancel the selected hotel segment only, select the Cancel Element(s) - XE option.
- To cancel the whole itinerary, select the **Cancel Itinerary - XI** option.

**Note:** You can click directly on **Cancel All** to cancel the whole itinerary without opening the **Cancel** window.

---

**How to Cancel an Unconfirmed Hotel Booking**

Unless you save the Booking File after you make your hotel booking, your booking is unconfirmed.

To cancel an unconfirmed hotel booking, ignore the Booking File by clicking on **Ignore (IR)**.
Chapter 7
Cars

Getting Started With Amadeus Cars

What Is Amadeus Cars?

Amadeus Cars is a reservation tool designed to guide you through the entire reservation process using a predefined sequence of steps.

Example: Workflow Sequence

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Searching for a car</td>
<td>In the Search page, you specify the car search criteria. See Searching for a Car on page 157.</td>
</tr>
<tr>
<td>Booking a car</td>
<td>In the Cars page, you select and book a car. See Selecting and Booking a Car on page 160.</td>
</tr>
<tr>
<td>Entering traveller and payment details</td>
<td>In the Checkout page, you enter the traveller and payment details as well as any additional requests such as special equipment. See Entering Traveller and Payment Details on page 164.</td>
</tr>
<tr>
<td>Confirming your reservation</td>
<td>In the Reservation page, you check your booking and traveller details, and save the reservation to the Booking File. See Confirming, Cancelling and Modifying Your Booking on page 166.</td>
</tr>
</tbody>
</table>

Workflow: Booking a Car

Video: How to Create a Car Booking

Launch
Working With Leisure Cars

What Is Leisure Cars?

Leisure Cars is an additional search option that displays rates and availability for leisure rental.

Your travel agency must be registered with the Leisure Cars programme before you can book a car using this option.

There are no cancellation fees if the booking is cancelled up to 48 hours before the rental is due to commence. However, bookings that are cancelled within 48 hours of collection are charged 100%.

When a booking is confirmed, a pre-paid car rental voucher is issued as a proof of payment and emailed to the customer. Therefore, an email address for a car voucher is mandatory when confirming a Leisure Cars booking in the Checkout page.

What Are the Two Rate Packages for Leisure Cars?

<table>
<thead>
<tr>
<th>Rate Package</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard</td>
<td>Includes all mandatory inclusions that a customer is required to pay before driving their rental car.</td>
</tr>
<tr>
<td>Inclusive</td>
<td>Includes all mandatory inclusions plus additional cover, known as Super CDW. This cover significantly reduces or waives any excess that the customer is required to pay in the event of damage to the vehicle. Inclusive cover is arranged with the car rental supplier that provides the rental vehicle so that the customer: • Is not required to leave a large deposit. • Will not be offered additional cover at the counter. • Will not be required to claim from a third party in the event of damage to the vehicle. Inclusive rates are indicated by a crown icon 🏰.</td>
</tr>
</tbody>
</table>

How to Register With Leisure Cars

Note: You can register with Leisure Cars throughout the booking flow in the Search, Cars, or Checkout pages.

1. Click on the More info and registration process link for Leisure Cars.
2. In the Leisure Cars pop-up window, click on the Registration Page tab.
3. Complete the information as required and click on Register.

How to Display Rate Information for Leisure Cars

1. Click on the More info and registration process link for Leisure Cars.
2. In the Leisure Cars pop-up window, click on the Product Description tab.
Searching for a Car

Example: Search Page
How to Search for a Car

1. If you want to include Leisure Cars in your search, select the Search with Amadeus Leisure Cars check box.
   If you are not yet registered with Leisure Cars, refer to How to Register With Leisure Cars on page 156.

2. Enter the details for the Pick-up location and Drop-off location.

3. Define the date and time for pick up and drop off.

4. If you are not including Leisure Cars in your search, you can enter a Car Provider.

5. Click on More search options (optional) to define additional search criteria.
   Under Rate options:
   - Select the Currency to be displayed.
   - Select the rate from the Show Rates drop-down list.

   Under Vehicle options, specify one of the following to restrict your search:
   - Vehicle options: Specify car class, air conditioning and other options. You can enter up to five car classes.
   - Pseudo Code: Used to group sets of car features in your search.
   - ACRISS code: A four-letter code used to specify any combination of category, type, transmission/drive and fuel/air conditioning. You can use up to five ACRISS codes during a search. Each ACRISS code must be separated by commas. You can use * as a wildcard. Example: ECMN,CC.

   Under Discount options:
   - Add up to four corporate discounts codes for each car provider.

6. Click on Search.

What Is a Special Rate?

Special rates apply to different types of customers. Special rates are agreed between the travel agency and the car provider, and they are displayed if specific discount codes are used in the search.

<table>
<thead>
<tr>
<th>Rate</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-prepaid rate</td>
<td>This rate is intended for corporate customers. The corporate rate is flexible and allows booking modification and cancellation.</td>
</tr>
<tr>
<td>Prepaid rate</td>
<td>This rate is intended for leisure customers. This rate is fully inclusive, which means that it usually includes unlimited mileage.</td>
</tr>
</tbody>
</table>
How to Add Discount Codes to a Search

2. Under Discount options, select the Car provider.
3. Select the discount type (for example, Rate Code).
   For more information, see What Are the Discount Types? below.
4. Enter the discount code.
5. Click on Add.
   When you do a search, the discount rate appears in the Listing view on the Cars page, under the Special Rate column.
   Your discount table is automatically updated.
   Note: If an error message is displayed, check that the discount code that you have entered has been saved.

What Are the Discount Types?

You can access different discount types for each provider. The discount types that are available depend on the provider that you select in the search. Discounts types are identified by discount codes.

Discount codes are subject to change, and you can add them or remove them as required.

See How to Add Discount Codes to a Search above.

<table>
<thead>
<tr>
<th>Discount Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Booking source</td>
<td>The booking source identifies the origin of the booking. For more information, refer to What Is the Booking Source?</td>
</tr>
<tr>
<td>Corporate rate</td>
<td>This rate is granted to specific companies or travel agencies.</td>
</tr>
<tr>
<td>Rate code</td>
<td>This rate is negotiated between the car provider and the travel agency.</td>
</tr>
<tr>
<td>Customer ID</td>
<td>This rate is granted by the car provider to an individual traveller.</td>
</tr>
<tr>
<td>Promotional code</td>
<td>This rate is offered by the car provider.</td>
</tr>
</tbody>
</table>

What Is the Booking Source?

The Booking Source enables you to store new booking codes that you can use to retrieve negotiated rates.

The booking codes are stored by the office ID, which means that you can share the stored booking codes with your colleagues, provided that you are connected to the same server.

The car providers can identify you by means of your predefined booking codes.

When you store a booking source, you can view your booking codes in the Search page in the More search options drop down list.
What Is a Special Code?

You use a special code when you need to specify the vehicle option in the Additional search criteria.

Table: Special Codes

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACRISS code</td>
<td>An ACRISS code is a four-letter code used to specify any combination of category, type, transmission/drive and fuel/air conditioning. You can use up to five ACRISS codes during a search. Each ACRISS code must be separated by commas. You can use * as a wildcard. Example: ECMN,CC.</td>
</tr>
<tr>
<td>Pseudo code</td>
<td>A pseudo code is used to group sets of car features in your search. Example: All hybrid vehicles.</td>
</tr>
<tr>
<td>IATA code</td>
<td>An IATA code is a unique three-letter code that is used to identify an airport or city. The code is assigned and governed by the International Air Transport Association (IATA).</td>
</tr>
</tbody>
</table>

Video: How to Use Car Discount Codes

Launch

Selecting and Booking a Car

Example: Cars Page
How to Book a Car

1. Review the results returned by your search.
2. Click on the **Listing view**, **Category view** or **Map view** tabs to display the results in different ways. See **What Are the View Options?** below.
3. To narrow the search results, click on any of the **Filters** and enter filter criteria. See **What Are the View Options?** below.
   
   The search results page updates and displays only cars that meet your criteria.

   **Note:** For Leisure Cars results, the travel agent commission is displayed, as well as an icon 🏛️ for any available packages. You can filter on packages in the **Filter** section.

4. Select the car.
5. Click on **Book** to complete the rental.

Modifying Your Search Results Display

**What Are the View Options?**

<table>
<thead>
<tr>
<th>Views</th>
<th>Description</th>
</tr>
</thead>
</table>
| **Listing View** | This view shows the offers with the lowest estimated price for each provider:  
  • To group results by car rental station, click on **Group rates by: Car rental station**.  
  • To see all the offers for a car provider, click on the **More Rates** link.  
  • To view the provider conditions summary, click on the **Conditions** link. |
| **Category View**| This view displays a table with all the rates with the cars organised by category. Note that the car image is a generic one, not the actual car. |
| **Map View**     | This view displays a map with the car rental stations. Blue markers indicate the car rental stations that are geocoded. The markers turn green if you select car providers in the list on the right.  
  Hover over a marker to view the car details.  
  **Note:** The map view is only available if at least one geocoded car rental station is present in the selected location. |

**How Do Filters Work?**

Search filters allow you to display only car providers that meet the selected filter criteria.

The filter settings are applied in all three views: **Listing view**, **Category view** and **Map view**.
A check box for masked rates appears in the **Price** filter. If a search does not return any masked rates, this check box is unavailable. If the results include masked rates, this check box is selected and the number of masked rates is shown. If the search returns only masked rates, the price slider is greyed out and the masked rate details are displayed.

### What Are the Filter Options?

<table>
<thead>
<tr>
<th>Filters</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Distance</td>
<td>Use the slider to define the maximum distance from the searching centre.</td>
</tr>
<tr>
<td><strong>Note:</strong></td>
<td>This filter is only displayed when you search using the Address or Landmark option.</td>
</tr>
<tr>
<td>Area</td>
<td>Choose between the different areas linked to your search location.</td>
</tr>
<tr>
<td>Car Provider</td>
<td>Choose to display all car providers or select specific car providers.</td>
</tr>
<tr>
<td>Price</td>
<td>Use the slider to define the price range and select whether to display masked rates.</td>
</tr>
<tr>
<td>Car Class</td>
<td>Select the car categories that you want to display.</td>
</tr>
<tr>
<td>Shuttle Information</td>
<td>Select the type of shuttle service required.</td>
</tr>
<tr>
<td><strong>Note:</strong></td>
<td>This filter is only displayed for terminal and off-terminal locations and when at least one of them has associated shuttle information.</td>
</tr>
<tr>
<td>Services</td>
<td>Select whether to have Delivery or Collection services.</td>
</tr>
<tr>
<td>Mileage</td>
<td>Select to display vehicles with limited or unlimited mileage or both.</td>
</tr>
<tr>
<td>Prepaid</td>
<td>Select to display only prepaid rates or non-prepaid rates or both.</td>
</tr>
<tr>
<td>Boot Size</td>
<td>Select the boot size requirements for the luggage.</td>
</tr>
<tr>
<td>Passenger Capacity</td>
<td>Define a rate according to the passenger capacity of the vehicle.</td>
</tr>
<tr>
<td>Transmission</td>
<td>Select whether you want automatic or manual transmission rates.</td>
</tr>
<tr>
<td>Exact Match</td>
<td>Select the rates that have an exact match with the request selection.</td>
</tr>
<tr>
<td></td>
<td>If the vehicle ACRISS code matches the vehicle options criteria from the search, a check box is displayed to allow you to select the rates with an exact match.</td>
</tr>
<tr>
<td>Package</td>
<td>This filter option is specific to Leisure Cars only.</td>
</tr>
<tr>
<td></td>
<td>See <em>What Are the Two Rate Packages for Leisure Cars?</em> on page 156.</td>
</tr>
</tbody>
</table>

### How to Filter Search Results

1. Click on **Filters**.
2. Select all the filters that apply.
   - The search results page updates and displays only cars that meet your criteria.
How to Compare Car Offers

1. In the Listing view or Category view, select two or more cars.
2. Click on Compare These Rates in the area on the left.
3. In the Comparison pop-up window, use the Print and Email icons to print or email the page.
   Note: For Leisure Rates, the commission is not printed.
4. Click on the Conditions link to display more information on the car offer.
5. Click on Book to go to the Checkout page and complete the booking.

Using the Map View

What Are the Map View Options?

<table>
<thead>
<tr>
<th>Map View</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Road</td>
<td>The road view displays the car rental station on a normal road map view. This view is the default.</td>
</tr>
<tr>
<td>Aerial</td>
<td>The aerial view displays an aerial photo of the rental station location.</td>
</tr>
</tbody>
</table>

How to Change the Display Area

1. Select one of the map views.
2. Click on the Plus icon to zoom in.
3. Click on the Minus icon to zoom out.
Entering Traveller and Payment Details

Example: Checkout Page

<table>
<thead>
<tr>
<th>Car Booking Details</th>
<th>Traveller Identification</th>
<th>Additional Sell Information</th>
<th>Agency Payment Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>M: RENAULT CLIO or similar</td>
<td>Last name:</td>
<td>Payment by Credit Card:</td>
<td></td>
</tr>
<tr>
<td>ACRRIS code:</td>
<td>First name:</td>
<td>Card Origin:</td>
<td></td>
</tr>
<tr>
<td>Capacity: 4 seats, 4 luggage</td>
<td>Email:</td>
<td>New Credit Card:</td>
<td></td>
</tr>
<tr>
<td>Mileage: Unlimited mileage</td>
<td>Phone:</td>
<td>Card Number:</td>
<td></td>
</tr>
<tr>
<td>Rate Code: NING</td>
<td>FT Number:</td>
<td>Expiration Date:</td>
<td></td>
</tr>
<tr>
<td>Special Rate:</td>
<td>Agency code:</td>
<td>Cardholder name:</td>
<td></td>
</tr>
</tbody>
</table>

How to Complete the Checkout Page

1. Check that the car booking details are accurate.
2. Request any special equipment in the Special Equipment section as follows:
   - Enter the name or code.
   - Click on to select special equipment from a list.
   You can enter a maximum of three special equipment names or codes. Use a comma to separate each item.
3. In the Traveller Identification section, enter the name of the driver.
   If the Booking File already contains the traveller’s details, select the name of the driver from the list or select New Traveller to add a new traveller.
4. In the Additional Sell Information section, enter additional information and issue an e-voucher if applicable (for non-prepaid rates only).
For more information on issuing an e-voucher, see *How to Issue an E-Voucher During Checkout*.

5. In the **Form of Payment** section, select the form of payment.
   - If your agency collects the payment or guarantee information, this information is sent to the agency's mid or back office.
   - If the car provider collects the payment or guarantee information, this information is sent to the car provider.

   **Note:** For Leisure Cars, this section is called *Agency Payment*.

6. Select the guarantee type from the **Guarantee Type** drop-down list for non-prepaid rates.

   **Note:** A guarantee is not required for prepaid rates.

7. Specify the delivery and collection point, if it differs from the car provider rental location.

8. Click on **Send reservation request** to display the **Confirmation** page and complete the reservation.

   You can also click on:
   - **Reset** to reset all the fields in the page with the default values.
   - **Back To Search** to return to the **Search** page.
   - **Back To Cars** to display the **Car availability** page.

**How to Issue an E-Voucher During Checkout**

1. In the **Checkout** page, complete the **Additional Sell Information and e-Voucher** section.

   **Note:** E-vouchers can only be issued for non-prepaid rates.

2. Specify either a **Booking source** or a **Billing number**.

3. Select the voucher value in the **Voucher value** drop-down list.

4. Select the **Issue e-voucher and end-transact Booking File** box to complete the payment.

   The Booking File record locator number is displayed. Note down this number for future reference.

   **Note:** When you issue an e-voucher, the booking is automatically confirmed.
Confirming, Cancelling and Modifying Your Booking

Example: Reservation Page

How to Confirm a Booking

1. Click on **Conditions** to review your car provider’s rates.
   
   When you click on **Conditions**, you can review rate details, rate rules and station policies.

2. Click on **Save and Confirm (ER)** to confirm and save your booking to the Booking File.

   **Note:** If you do not click on **Save and Confirm** within 30 minutes, your booking is cancelled.
How to Modify a Booking From the Booking File

1. Click on Go to Booking File.
2. Click on Modify in the Itinerary details section.
   The Modification window is displayed.
3. Enter the required modifications.
4. Click on Send Modification Request to save your changes.
5. To ensure that your changes have been saved, click on Back to Booking File.

Video: How to Modify a Car Booking

Launch

Cancelling a Booking

How to Cancel an Unconfirmed Booking

Click on Ignore (IG) in the Reservation page.

How to Cancel a Confirmed Booking

1. Click on Go to Booking File.
2. Click on Cancel in the Itinerary Details section.
   When you cancel a booking you can choose between:
   a) Cancelling a car segment
   b) Cancelling the whole itinerary
3. Click on Save and Confirm (ER) to save the booking cancellation.
Chapter 8

Rail Display

Getting Started With Rail Display

What Is Rail Display?

Rail Display is a web-based rail-booking tool that is designed to guide you through the complete booking flow.

Rail Display enables you to:

- Book one-way, round-trip or multi-destination rail trips (open jaw) for corporate and leisure passengers using real-time availability and fares.
- Share content with the Profiles Plus and Booking File modules.
- Indicate a seat or berth preference.
- Select multiple proposals and display a Trip Comparison table prior to booking.
- Issue tickets for all train segments in the Booking File.
- Add or cancel a bound from an existing Booking File.
- Refund all issued rail tickets from a retrieved Booking File.
- Exchange tickets from an existing Booking File.
- Modify, cancel, or reprice rail segments for specific carriers.

How to Access Rail Display

There are several ways to access Rail Display, either by starting a new booking file or from within an existing one.

If you do not already have a booking file, you can create one by doing one of the following:

- In the Your Desktop area, click on Rail search
• Click on the drop-down arrow on the **New Booking File** button and select **Rail**.

![Image of drop-down menu with Rail selected]

• Select **File > New Booking File > Rail**.

![Image of file menu selection]

If you have an existing open booking file, do one of the following:

• Select **Go To > Add Rail Booking**.
• Click on the Rail icon in the Go To panel on the right of the screen.

• Click on the Rail Booking link in the What do you want to do next? section.

Workflow: Booking a Rail Trip

<table>
<thead>
<tr>
<th>Step</th>
<th>See</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.</td>
<td>Compare trips and fares. <em>Selecting a Fare</em> on page 177.</td>
</tr>
</tbody>
</table>

The step you are at in the workflow is indicated on a banner at the top of the Rail screen.

What Are the After-Sales Actions?

<table>
<thead>
<tr>
<th>Action</th>
<th>See</th>
</tr>
</thead>
<tbody>
<tr>
<td>Modifying, cancelling, and repricing segments.</td>
<td><em>Modifying, Cancelling, and Repricing Swedish Rail and SNCF Rail Segments</em> on page 186 and <em>Modifying and Cancelling Other Provider Rail Segments</em> on page 188.</td>
</tr>
<tr>
<td>Issuing tickets.</td>
<td><em>Issuing Tickets</em> on page 190.</td>
</tr>
<tr>
<td>Voiding SNCF Tickets.</td>
<td><em>Voiding SNCF Tickets</em> on page 194.</td>
</tr>
</tbody>
</table>
Using the Keyboard to Navigate

You can use the following keys to move around a rail availability display:

<table>
<thead>
<tr>
<th>Key</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ctrl + F</td>
<td>Launch the search.</td>
</tr>
<tr>
<td>Ctrl + Left Arrow</td>
<td>Continue from the Availability and Fares page to the Payment page.</td>
</tr>
<tr>
<td>Ctrl + Right Arrow</td>
<td>Go back from Payment page to the Search page.</td>
</tr>
<tr>
<td>Ctrl + B</td>
<td>Launch the booking.</td>
</tr>
</tbody>
</table>

Transferring and Creating Profiles

How Are Profiles Transferred to Rail Display?

You cannot transfer a profile directly to Rail Display. You must transfer the profile to a Booking File before starting a rail booking flow or create a new profile using the Profiles module.

How to Transfer a Profile to a Booking File

1. Open a Booking File and expand the Retrieve Profile tab on the Main Page menu.
2. Enter the profile details and click on Retrieve.
3. Click on Transfer.
4. In the Transfer pop-up window, select the transfer type and click on Select.
   Note: It is not possible to transfer only Rail remarks in the profile. If you choose to transfer remarks, all remarks are transferred.

How to Create a Profile

1. In the main menu bar of Selling Platform Connect, click on File > New Profile and select the profile type.
   For example, to create a Traveller profile, select Traveller. Alternatively, click on the New Traveller Profile button.
   A new profile page opens.
2. Complete the fields for the new profile.
   Note: Mandatory fields are highlighted in yellow.
   Each tab in the profile page is used to store a specific category of information. For example, use the Payment Data tab to store payment details such as credit cards.
3. Click on + to add more than one entry for each element, for example, a telephone number.
4. Select Preferred next to the option to mark an option as preferred.
   A preferred option is displayed with a ⭐.
Note: If the corresponding site parameters are enabled, you can define air, car, hotel, and rail preferences using the respective tabs. If the site parameters are not enabled, you will not see these tabs.

5. Click on the save icon to save the new profile.

How Is Rail Information Displayed in Profiles?

Rail information is displayed in a Rail Preferences tab, which is activated by a site parameter.

The Rail Preferences tab displays remarks (RMRs) for:
- Loyalty cards
- Discount cards
- Corporate programmes

You can also create, edit, and remove remarks in this tab.

If the Rail Preferences tab is not activated, Rail remarks are displayed in the Remarks tab.

Searching for Availability

How to Retrieve a Booking File

1. Enter a name or reference number in the search box on the main toolbar of Selling Platform Connect.
2. Click on Retrieve.
   Alternatively, expand the Retrieve Booking File tab on the Main Page menu of Selling Platform Connect, enter the search criteria and click on Retrieve.

One or more Booking Files appear in a list.

3. Select a Booking File from the list and click on Open Booking File.

Note: A maximum of four Booking Files can be open at once.
How to Search for a Fare

1. If you access Rail from an existing Booking File, the **Your passengers** section shows the passenger details from the Booking File.
   
   You cannot add any more passengers. The booking must reflect the number of passengers in the existing Booking File.

2. If a Booking File has not yet been created, enter the required information in the **Your passengers** section. Specify the correct number of passengers to ensure an accurate trip pricing in the **Availability** page that follows.
   
   See **How to Add Passengers Directly to a Search** on page 176.

   **Note:** You can choose to leave the **Your passengers** section blank and add passenger details later in the **Passenger Information** page. A Booking File is created automatically at the end of the booking flow.

3. Select your train provider from the **Provider** drop-down.

4. Enter the name of the **Departure** and **Destination** stations.
   
   Enter the first few characters to display a pop-up list of stations to choose from. Click on the correct entry.

   **SNCF:** A station alias name is also shown for each station, such as FRPAR for Paris. You can enter the appropriate alias name instead of the first characters.

5. Select the **Date** and **Time** of departure.

6. If desired, select any of the other options, such as whether you want to search only for a **Direct Train**, or if you want to limit results based on a **Maximum number of changes**, or the preferred **Class of service**.

7. Depending on the selected provider, various other options may be available.

   **Table: Provider-Specific Search Options**

<table>
<thead>
<tr>
<th>Provider</th>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deutsche Bahn</td>
<td>Add Via, Stopover</td>
<td>Click on the <strong>Add Via</strong> link to add a second Via Station option to both the outbound and inbound trips. You can also specify the minimum stopover time for each <strong>Via Station</strong> option.</td>
</tr>
<tr>
<td>Deutsche Bahn, Swedish Rail</td>
<td>Transfer duration</td>
<td>This allows you to specify a minimum change time between trains for trips that involve a change of train. This is only available if <strong>Direct Train</strong> is not selected.</td>
</tr>
<tr>
<td>Deutsche Bahn</td>
<td>Equipment Type</td>
<td>Select one or more train types.</td>
</tr>
<tr>
<td>Provider</td>
<td>Option</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------</td>
<td>----------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>SNCF</td>
<td>Open date ticket</td>
<td>This allows you to book open-date trips. This check box is only enabled for bounds containing at least one segment for which seat reservation is not mandatory (for example, TER). If this check box is selected for a bound, it is still possible to modify seat preferences for any segment for which seat reservation is mandatory (for example, TGV), but not for other segments. The word Open is shown for open-date segments in the Confirmation page or in the Booking File instead of departure or arrival times. This check box is only enabled if you have chosen E-ticket or ATB-agency pick up for Issuing Mode. Note that Rail does not show details of time limits on the ticket, if any.</td>
</tr>
<tr>
<td>SNCF</td>
<td>Display RIT fares</td>
<td>This option provides access to SNCF special fares. These are inclusive fares that are sold with tour packages. These options are activated at office ID level in agreement with SNCF. This check box is selected by default if you have activated this option. See Selling SNCF Railcards on page 197.</td>
</tr>
<tr>
<td>SNCF</td>
<td>Advanced Fare Options</td>
<td>This allows you to specify a booking class code, fare code, fare name, and passenger type. Note: If you select Fare Code from the Fare type drop down, you can enter a Congé Annuel fare code, such as CA52. This enables the Cheque-Vacances method of payment.</td>
</tr>
<tr>
<td>SNCF, Swedish Rail</td>
<td>Display fully booked trains</td>
<td>Fully booked trains are greyed out with a sold out description in the Availability and Fares display. For Swedish Rail only, it is possible to see fully booked fares.</td>
</tr>
</tbody>
</table>

8. If you wish to book a one-way trip, you can remove the return trip by clicking on **Remove** next to the trip.

9. Click on **Search**.

The fares are shown in the **Availability and Fares** display. See Using the Availability and Fares Display on page 178.
Example: Search Page

How to Add Passengers Directly to a Search

1. Enter the passenger's name in the Last Name and First Name fields.
2. Enter the Date of Birth in the order Day-Month-Year (for example, 04nov85 or 041185).
   
   **Note:** If a SNCF loyalty card is used (SNCF Carte Grande Voyageur) and e-Billet is selected as the method of delivery then the Date of Birth field is not required.
3. If the passenger has a railcard, click on the railcard icon.
4. **Swedish Rail:** You can specify the passenger type.
5. From the Rail Card Selection window, select the rail provider and the appropriate railcard type(s).
   
   For details of selling SNCF Railcards, see Selling SNCF Railcards on page 197.

   Any fare reductions allowed by the selected card will be displayed in the Availability and Fare display.
   
   **Note:** If rail card information has been transferred from the company or traveller profile it will be prefilled. The Rail card field may also be prefilled if this information has been added to the PNR using the Command Page.
6. If the passenger is a member of a corporate programme, select the provider from the Corporate Programme drop-down list, and enter the programme number. For more details see What Is a Corporate Programme? on page 177.
7. Depending on the selected provider, various other options may be available.
Table: Provider-Specific Search Options

<table>
<thead>
<tr>
<th>Provider</th>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Swedish Rail</td>
<td>Campaign Code</td>
<td>A campaign code allows you to access discounted and reduced rail fares where applicable.</td>
</tr>
<tr>
<td>SNCF</td>
<td>CUI code</td>
<td>A CUI code is an advantage code that enables individual passengers to benefit from discounted and reduced fares.</td>
</tr>
</tbody>
</table>

What Is a Corporate Programme?

A corporate programme represents an agreement or a contract between a company and the rail provider.

If a corporate programme code is entered for a multi-passenger booking, the code will apply to all passengers. If the code should not apply to all passengers, you must create two separate bookings: one for passengers who have a corporate code and one for passengers who do not have a code.

Corporate programme information is prefilled in the search page of Rail Display if the information is available in the Company profile or Booking File.

In the Availability page, search results include both standard fares and corporate fares. Corporate fares are indicated by the icon.

**Note:** You cannot edit the corporate programme information after the initial booking.

If a Corporate Code has been used at booking time, the Corporate Code (FCE) information will be conserved for any future add and exchange actions, and automatically retrieved at add and exchange time.

Selecting a Fare

How to Select a Fare

1. Select the appropriate fare in the Availability page by moving the mouse over the fare and clicking on the selection button that appears next to the fare.

   ![Fare 99.00 EUR](image)

   For a return trip, select the appropriate fare for both outbound and inbound trips.

   **Note:** When you select a trip, the trip is added to the shopping basket and a summary of the trip is displayed. You can delete or change your selections using the Clear and Change links.

   If you want to compare multiple trips for a single-passenger booking, refer to How to Compare Multiple Trips on page 180.

2. Click on Continue.

   The Passenger Information page is displayed.
Using the Availability and Fares Display

Understanding the Availability and Fares Display

The Availability and Fare display shows a selection of fares and itineraries that match your search criteria.

1. The shortest trips and the lowest fares per trip are both displayed in green.
2. Click on View more fares to see additional fares.
3. Sort the fares by clicking on the following criteria headers:
   - Compact View (default)
   - Duration
   - Flexibility
   - Class
   - Price
4. On the left of each fare line is a diamond-shaped icon that indicates the flexibility. Hover the mouse over the icon to see details of the flexibility. For an explanation of these icons, see Explanation: Availability and Fares Icons below.
5. Click on the fare price to see the fare details.
6. Click on the train service number to display more service information such as train equipment and on-board services.
7. Click on Earlier trains or Later trains above and below the time display to see earlier or later trains.

Example: Viewing Availability and Fares

![Example of Availability and Fares Display]

Explanation: Availability and Fares Icons

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Flexibility Icon]</td>
<td>Indicates the most flexible fare (depending on the rail provider's regulations/conditions).</td>
</tr>
<tr>
<td>![Semi-flexible Icon]</td>
<td>Indicates a semi-flexible fare.</td>
</tr>
</tbody>
</table>
Indicates a fare that is not flexible. No refund or exchange is allowed.

Appears next to one of the above flexibility icons, to indicate the fare is also exchangeable.

Indicates the exact number of seats still available at booking time.

When coloured red, this icon indicates that there are ten or less seats available.

Indicates that no information on seats is currently available. Booking is possible.

Indicates that a reduction is available for discount card holders.

Indicates a return fare.

Indicates that a reduction linked to a corporate code is available.

Indicates that a reduction is available depending on the passenger type, for example, student.

Indicates that ancillary services are available. Click on the icon to view the available services. Ancillary services can be added in the Passenger Information page.

**SNCF:** Indicates the level of carbon-dioxide emissions per passenger for the selected train journey.

**SNCF:** This icon indicates an overbooked proposal.

**SNCF:** This icon indicates that the train has an unconfirmed schedule. This means the method of delivery will require contact information. Hover over the icon to see tooltip information, or select the train details to see more information.

### Explanation: SNCF Special Fares Icons

The following are special fares and must be selected from the list in the **Rail Card Selection** dialog. See **Selling SNCF Railcards** on page 197.

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Indicates a Forfait Bambin fare. This fare is displayed if one of the passengers is under four years old.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Indicates an Enfant+ fare. This fare must be booked for both infant and parent: different prices will be returned for the child and the adult.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Indicates an Enfant Famille fare. This fare must be booked for both infant and parent: different prices are returned for the child and the adult.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Indicates a Carte d'Invalidité or Carte d'Invalidité Accompagnateur fare. Wheelchair space is automatically selected. This is set in the <strong>Seat selection</strong> window, with the <strong>Preferences</strong> option selected under the <strong>Environment</strong> drop-down.</td>
</tr>
</tbody>
</table>
Even if the second passenger (trips with a disabled passenger are limited to two passengers maximum) is not using a disabled rail card, the wheelchair space accommodation type will automatically be selected for both passengers.

Indicates an RIT fare. This allows inclusion of RIT fares in the full booking flow. After-sales operations (for example, refund, exchange and void) are possible with RIT fares.

**Note:** To access SNCF RIT fares, the check box **Display RIT Fares** must be selected in the **Search** page.

**Note:** When you book a standalone regional TER train, the booking may be performed via SNCF’s PAO system, depending on the specific region. There are currently some limitations for standalone TER bookings via PAO:

- Input of a loyalty card and FEC is not supported.
- PAO and non-PAO segments must be booked in separate PNRs.
- Post-booking modifications, including modifying passenger, method of delivery and repricing are not possible.
- Voiding PAO segments is not possible.
- You can only perform cancelation per bound.

### Viewing Fares Quoted in a Different Currency

In the **Availability and Fares** display, if the fare is displayed in a different currency from your own, you can display the equivalent price by clicking on the currency drop-down menu and selecting your currency.

For each fare, the price in the provider's currency is shown in blue, and the equivalent price in the selected currency is shown in grey between brackets.

**Note:** The price in the selected currency is for information purposes only.

### Comparing Multiple Trips

**How to Compare Multiple Trips**

**Note:** You can only use Trip Comparison for single-passenger bookings with a maximum of four proposals per comparison.

1. To select a fare, move the mouse over the fare and click on the selection button that appears next to the fare.
2. Click on Add trip for comparison.
3. From the list, select another fare.
   The extra trip is added as a new Your trip tab.
4. You can add up to four trips.
   a) Click on Compare.
   b) The details of the selected trips are displayed side-by-side in the Trip Comparison window.

You can print or mail this summary page. Before printing or mailing, you can choose to hide particular sections, such as the price, by modifying the layout using the link at the top of the window, or add comments in the Comments fields.

c) To continue booking one of the trips, click on Continue booking under the relevant column.

Example: Comparing Trips
Adding Passenger Information and Booking Your Trip

**How to Add Passenger Information and Book Your Trip**

1. On the **Passenger Information** page, enter the passenger’s **Last Name** and **First Name**, if not already entered in the **Search** page.
2. Enter any other traveller information, such as **Date of Birth**, **E-mail** or **Phone**.
3. If the passenger has a loyalty card, enter the details in the **Loyalty card** line.
   
   **Note:** If loyalty card information has been transferred from the company or traveller profile, it will be prefilled. The **Loyalty code** field may also be prefilled if this information has been added to the PNR using cryptic.

**Swedish Rail:** For trips on MTR Express, it is possible to add an SAS Eurobonus loyalty card. Select MTR Express as the carrier, select SAS Eurobonus as the card type and enter the card number. There is a limit of one card per passenger.
4. In the **Seat or berth preferences** section, if you wish change the automatic seat selection for each bound, click on **Modify**.

   **Note:** The **Modify** link is not available for an open ticket segment.

   The **Seat selection** window opens.

   - To have the system automatically assign a seat for you, select **Automatic**.
   - To specify general seat type preferences, select **Preferences**.
     This lets you choose either a window or aisle seat, and depending on the provider, a choice of environment, such as a quiet zone. You can also specify a wheelchair accessible seat in the **Profile** drop-down.
   - To choose a specific seat, select **Assignment**.

   **Swedish Rail:** For selected carriers, it is possible to view a seat map by clicking on the **Seat Map** link at the right of the **Seat Selection** dialogue box. This displays seat availability directly from the Swedish Rail website. Note that as this map is not generated by Amadeus, selecting a seat does not transfer it automatically to Rail Display. You must enter the selected seats manually in the **Seat Selection** window by selecting the **Assignment** option.

   **Note:** Seat or berth selection does not guarantee seat allocation.

   Click on **Apply** to apply your selections, or **Ignore and Close**.

5. If you wish to add ancillary services, click on **Add Services**.

   The **Ancillary Services** section expands to show the available services.

   **Swedish Rail:** The Ancillary Services section allows you to add, delete or modify an ancillary service. Select any required ancillary services and click on **Add to your selection**.

   **SNCF:** You cannot modify ancillary services as they are already included in the fare.

6. In the **Payment Information** section, specify the form of payment.

   The available forms of payment vary per provider, and depending on the type of ticket selected. For more details see **What Are the Accepted Forms of Payment?** on page 201.

   You can confirm the booking without a form of payment by selecting the **No Payment** option. When issuing the ticket, you can then add a form of payment using the Command page.

   **Deutsche Bahn:** If you select **Credit Card** as the form of payment, you are notified that a specific payment transaction fee may apply at ticketing time.

   **Deutsche Bahn:** If you select **Credit Card** as the form of payment, and you select UATP/Airplus as the credit card type, you must enter some additional billing information. Click on **Billing Information** to enter this.

7. In the **Issuing Mode** section, select the **Issuing Mode**. This specifies the type of ticket issued. The choices available depend on the rail provider and in some cases the type of fare.
8. In the **Remarks** section, click on **Add a Remark** to add any additional information. You can either add a rail-categorised remark (RMR) or an accounting remark (RM).

If the booking is based on an existing Booking File that already contains remarks, these are displayed.

9. To automatically add a ticketing arrangement to the Booking File, select the **Add TK OK element** check box.

10. **Swedish Rail:** To enable the passenger to request a VAT exemption, select the **VAT exemption** check box in the **Your trips** section. This is applicable for international journeys (by train or with an international flight connection) where a Swedish border is crossed. It is the responsibility of the traveller to ensure they meet VAT exemption conditions. Note that a warning will be displayed on booking.

11. Click on **Book** to confirm the booking.

    The booking is done on the provider side and a provider record locator is displayed.

**Example: Entering Passenger Information**

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How to Save Your Booking

1. You can print or email the booking confirmation, either before or after saving the booking, by using the Print and Email icons at the top of the Confirmation page.

2. To save your booking, do one of the following:
   - Click on Save, Confirm and Stay on This Page to save the booking to the Booking File.
     The Confirmation page is refreshed. The Booking File is displayed and the Issue Tickets link is enabled.
   - Enter an ER command in the Command page.

After the Issue Tickets link is enabled, you can issue tickets. See Issuing Tickets on page 190.

Before you issue tickets, you can still:

- Modify or cancel rail segments. See Modifying, Cancelling, and Repricing Swedish Rail and SNCF Rail Segments on page 186 and Modifying and Cancelling Other Provider Rail Segments on page 188.
- Modify passenger details. See Modifying Passenger Details Before Issuance on page 189.

Example: Confirming Your Booking
Modifying Bookings Before Issuance

Modifying, Cancelling, and Repricing Swedish Rail and SNCF Rail Segments

How to Add a Rail Segment to an Existing Booking

**Note:** This option is only available for reservations that have been confirmed (by an EOT) but not yet ticketed.

1. Retrieve the **Booking File** and click on the **Rail** icon.
2. Under **Reservation management** in the **Confirmation** page, click on **Add a bound**.
   
   **SNCF:** Any rail card used in the initial booking is retrieved from the profile and displayed, along with any rail card available in the traveller profile.
3. For existing reservations, you can choose to either:
   - Create a new reservation for the bound
   - Merge the new bound into an existing reservation.
4. In the **Search** page, search for a new rail trip.
   - You can choose to create open-jaw or multi-passenger segments.
   - You can optionally specify a new corporate code or loyalty card.
5. Select the rail trip from the availability display.
6. On the **Passenger Information** page, click on **Book** to confirm the booking with the rail provider and add the booking to the **Booking File**.
   
   **SNCF:** You cannot change the method of delivery or form of payment when adding a trip to an existing SNCF reservation.

   **Swedish Rail:** The method of payment, contact details and ticketing options cannot be modified. You can only add to other Swedish Rail reservations.

   The bound is added for all passengers in the Booking File.

How to Cancel a Rail Segment From an Existing Booking

**Note:** This option is only available for reservations that have been confirmed (by an EOT) but not yet ticketed, and that contain at least one cancellable segment, or a segment with a ticketing time limit.

1. Retrieve the **Booking File** and click on the **Rail** icon.
   
   The segments for each bound are displayed in the **Confirmation** page.
2. Under **Reservation Management**, click on **Cancel Segment(s)**.
3. In the **Cancellation** mode pop-up window, select the rail segments that you want to cancel.
4. Click on **Confirm Cancellation**.
5. To save the booking, click on **Save and Confirm** or use ET in the Command page.
- **Partial cancellation:** If you did not select all segments for cancellation (and the cancellation is successful), you are returned to the **Confirmation** page. The segments that were selected for cancellation are no longer displayed. They are deleted from the Booking File, and the fares are updated.

- **Full cancellation:** If you selected all segments for cancellation (and the cancellation is successful), you are returned to the **Search** page. Any information that is not linked to a bound remains prefilled in the search fields, such as travellers and contact points.

### How to Reprice a Rail Segment in an Existing Booking

**Note:** This option is only available for reservations that have been confirmed (by an EOT) but not yet ticketed (either fully or partially).

1. Retrieve the **Booking File** and click on the **Rail** icon.

2. Under **Reservation Management** in the **Confirmation** page, click on **Reprice**.

   **Note:** It is not possible to use a CUI or corporate program, or add a loyalty card during the repricing.

3. Using the **Reservation** drop-down arrow in the **Reprice reservation** pop-up window, select the reservation that you want to reprice.

   All segments in the reservation are displayed.

4. Click on **Reprice this segment** next to the relevant segment.

   For an individual segment and per passenger, you can modify the:

   - **Booking class:** This field must be filled.
   - **Fare code:** This field can be left empty, in which case the segment is priced at the most expensive fare by the provider.
   - **Passenger type:** This field must be filled.

5. Click on the selector button next to each field to display a list of valid entries.

6. If you want to replicate your changes for all segments, click on the selector button to select the segments.

7. Click on **Replicate changes to selected segments**.

8. Click on **Confirm reprice**. This sends the request to the provider to reprice the selected reservation.

### Handling a Lost Repriced SNCF Rail Segment

After a reprice, the price of the SNCF reservation can be lost. A warning icon is displayed next to the reservation record locator, and in the price information section, for the segments corresponding to the reservation with no price.

You can either cancel the reservation, ticket it, or reprice it again. The ticketing will result in the assignment of a new price.
Modifying and Cancelling Other Provider Rail Segments

This section refers to carriers other than Swedish Rail and SNCF. For details on how to cancel segments for those carriers, see Modifying, Cancelling, and Repricing Swedish Rail and SNCF Rail Segments on page 186.

How to Add a Rail Trip to an Existing Booking

**Note:** A maximum of eight bounds can be contained in the same Booking File.

2. Click on the Rail icon.
3. Click on Add a Bound.
   
The trip is added for each passenger in the Booking File.
   **Note:** After you add a rail trip, you cannot change the number of passengers in the Booking File.
4. Search for a new rail trip.
5. Select the rail trip.
6. In the Passenger Information page, click on Book to confirm the booking with the rail provider and add the booking to the Booking File.
7. Save the Booking File.
   
The new bound is booked in a new reservation on the provider side.

How to Modify a Rail Trip

2. In the Itinerary Details section of the Booking File, select the rail segments you want to cancel and:
   - Click on Modify.
   Or:
   - Click on After Sales.
   
The Confirmation page of Rail opens.
3. Update the information as required and click on Save and Confirm (ER).

How to Cancel a Rail Segment From an Existing Booking Before Issuing Tickets

2. In the Itinerary Details section of the Booking File, select the rail segments that you want to cancel and click on Cancel.
   Or:
   - In the Itinerary Basket panel of the Booking File, click on Cancel for the rail segments that you want to cancel.
3. Click on Cancel Segments to confirm the cancellation of the segments.
How to Cancel All Rail Segments Before Issuing Tickets

1. In the Confirmation page, click on Cancel Bounds in the What do you want to do next? section.

   The Cancellation mode section is displayed.

2. Click on Confirm Cancellation.

Modifying Passenger Details Before Issuance

Before you issue tickets you can modify certain passenger details:

- Passenger name (SNCF)
- Email address
- Loyalty card number and details
- Date of Birth (SNCF)

This allows you, for example, to create a booking where not all the passenger details are available at booking time, and to add these at a later date prior to ticketing.

**Note:** Name changes are only made in Rail Display and are not possible for multi-modal reservations. Also, if a valid loyalty card is used, any name change is made only in the Amadeus system, not in SNCF.

**Note:** Reprice is not automatic after a change of date of birth. So, for example, if you change the passenger type from Adult to Child, you will have to perform the reprice manually and enter the correct passenger type.

How to Modify Passenger Details

1. In the Confirmation page, in the Passenger and contact details section, click on Edit.

2. Modify the passenger details as necessary.

3. Click on Confirm modification.
Issuing Tickets

How to Issue Train Tickets

   The Booking File must be end-transacted, contain a form of payment and have a rail segment.

2. In the Itinerary Details section, click on Details to expand the rail segment.

3. Click on After Sales.
   The Confirmation page of Rail opens.

4. Click on Issue Tickets in the What do you want to do next? section.
   The Ticketing Mode section is displayed and all rail segments are selected.
   
   Note: You can request a partial issue.

5. SNCF: If you wish, you can change or add the issuing mode prior to confirming ticketing by clicking on Change method of delivery. Note that not all methods of delivery may be valid for your booking, in which case Rail Display will not allow the change.
   a) Click on the Issuing mode link for any DV, then select the new Issuing mode from the drop-down list.
      You can also change the email address, date of birth or loyalty card details at this point.
   b) Click on Confirm Modification.
      The modification is made locally in Rail Display. No modification of the SNCF DV is performed until the ticketing is confirmed.
      
      Notes: Only one method of delivery per PNR (DV) is allowed.
      It is not possible to change the method of delivery if there have been voided tickets on the DV.
      You cannot change the method of delivery form of payment when adding a trip to an existing SNCF reservation.
      The method of delivery can only be changed for PNTs created after 23 March 2017.

   SNCF: You can change or add the corporate program code prior to confirming ticketing, if necessary:
   a) Click on the Edit link in the reservation header section.
   b) Enter a new code in the Corporate programme field.
   c) Click on Confirm modification.
      A Reprice reservation dialog is shown; to benefit from any negotiated fare code allowed by the corporate programme, enter the Fare Code field and click on Confirm Reprice.

6. In the Ticketing Mode section, click on Confirm Ticketing.
   The Confirmation page and the Booking File are updated with the ticket number, the issue date and the type of ticket issued.

Deutsche Bahn: If a payment transaction fee applies, a warning is displayed. To accept this fee, you must re-transact the ticketing command or change the form of payment.
Resending E-tickets

Resending is only available for:

- BeNeRail International (SNCF partition) E-billet and Thalys Ticketless bookings.
  
  SNCF partition only provides access to routes eligible for E-billet via SNCB Europe & NS International. Note that for SNCB/NS, only the e-mail confirmation can be resent.

- Swedish Rail bookings

The availability of this feature depends on your Selling Platform environment settings.

See Provider-specific Features on page 205 for more information.

Why Resend a Ticket?

The Resend feature allows you to:

- Resend a ticket that is identical to the original ticket issued. This feature is useful if, for example, a passenger has lost the paper ticket or the device on which the e-ticket is stored.

- Update and resend a ticket if you want to make changes to the ticket's issuing mode, language or contact information. If, for example, there is an error in the passenger's email address, you can reissue a corrected ticket.

What Are the Requirements for Resending E-tickets?

- The PNR contains one or more issued E-tickets.

- The PNR is saved.

- The tickets are issued, exchanged, or refunded.

How to Resend E-tickets

- On the Confirmation page, under Issuance, click on Resend Confirmation.

  A pop-up window opens, allowing you to change the ticket type and recipient emails or phone number.

  By default, the pop-up window displays the passenger email or phone number provided when the ticket was booked.

  **SNCF:** You can also modify the email language.

  **SNCF:** Optionally, you can also add a Global email address. If you add a Global email address, all tickets and passenger itineraries associated with the booking are sent to this email. Emails will only be resent to those recipients whose emails appear in this pop-up window.

  **Note:** Changes made to these fields will not update the PNR.

- Click Confirm resend to resend the tickets.

  **SNCF:** For issued and exchanged E-billet tickets, the confirmation email and tickets are resent. For refunded E-billet tickets, only the confirmation email is resent. For issued, exchanged and refunded Thalys Ticketless tickets, only the confirmation email is resent.
Refunding Tickets and Releasing Bookings

What Are the Requirements for Refunding Tickets?

Ticket refunds are limited to rail bookings for which tickets have already been issued.

The following rules apply:

- You must refund all bounds included in one ticket.
- If the booking contains rail segments from multiple providers, you must refund each segment separately.
  - Trenitalia, Swedish Rail, and Deutsche Bahn allow you to refund a non-refundable ticket in case of an operator error.
  - Exceptionally, SNCF allows you to refund a non-refundable ticket in case of a strike.

How to Refund Tickets

1. Retrieve the Booking File that has ticketed rail segments. See How to Retrieve a Booking File on page 173.
2. In the Itinerary Details section, click on Details to expand the rail segment.
3. Click on After Sales.
   - The Confirmation page of Rail opens.
4. Click on Refund in the What do you want to do next? section.
5. In the Refund Tickets section, select the tickets for the journeys you wish to refund.
   - SNCF: If the booking is for multiple passengers, you can choose to perform a refund for a specific passenger. Select the check box next to the passenger name. There will be an automatic split on provider side with a new SNCF DV number created, and the original PNR is updated accordingly (that is, the segments that are refunded are removed from the PNR). For other providers, if the ticket is for multiple passengers, all passengers are selected automatically.
6. Select a refund reason if applicable. This can be performed if the refund is not triggered by the passenger. For example, a strike is taking place.
   - See What Are the Requirements for Refunding Tickets? above.
7. Click on Get Conditions.
   - The ticket details are displayed, including the amount to be refunded and any associated penalties and fees.
   - Deutsche Bahn: A possible payment transaction fee is displayed as a separate ticket with a special icon.
8. Click on Refund.
   - The Confirmation page is updated to show that the tickets have been refunded. If you refunded only one of two tickets, the Status field of the Confirmation page changes to Mixed.
   - Note: Refund per bound is not applicable to all providers.
How to Refund SNCF Tickets Due to a Strike

**Note:** This applies to SNCF only.

1. Retrieve the Booking File that has ticketed rail segments. See *How to Retrieve a Booking File* on page 173.
2. In the **Itinerary Details** section, click on **Details** to expand the rail segment.
3. Click on **After Sales.**
   
   The **Confirmation** page of Rail opens.
4. Click on **Refund** in the **What do you want to do next?** section.
5. Click on the **Exceptional Refund** link.
6. Select **Strike** as the reason for the refund.
7. In the **Refund Tickets** section, select the tickets for the journeys you wish to refund.
   
   **Note:** If the ticket is for multiple passengers, all passengers are selected automatically.
8. Click on **Get Conditions.**
   
   The ticket details are displayed, including any associated penalties and fees.
9. Click on **Refund.**
   
   The **Confirmation** page is updated to show that the tickets have been refunded.

Releasing a Booking or Seat (SNCF and Swedish Rail)

**How to Release a Booking**

- Retrieve the Booking File containing the reservation using the Command page.
- Select the **Rail Display** tab.
  
  The segments for each bound are displayed in the **Confirmation** page.
- Under **After Sales,** click on **Release Seat.**
  
  The **Release tickets** panel shows the tickets that were issued, along with their ticket number and price. All check boxes are unchecked by default.
- Select the segments you wish to release.
- To check the conditions, click on **Get Conditions.**
  
  The **Refund tickets** panel appears, showing the conditions of the refund.
- Click on **Release** to confirm the seat release.
  
  In the **Confirmation** window, in the **General information** panel, the **Status** displays 'Seat released' if the global Booking File status is 'Released' (that is, all seats are released), otherwise it displays 'Mixed'.
  
  An example of mixed status might be where two tickets have a status of 'Seat Released' and the other two tickets are 'Ticketed'.
- Click on **Save, confirm and stay on this page.**
  
  A confirmation message is shown.
Voiding SNCF Tickets

What is a Voided Ticket?
Tickets that have been issued can be voided during the same day. The void is different from a refund, since there is no transaction and therefore no penalties or fees. All types of tickets can be voided.

A voided ticket can be modified if necessary, and reissued.

How to Void SNCF Tickets
1. Retrieve the Booking File that has ticketed rail segments. See How to Retrieve a Booking File on page 173.
2. In the Itinerary Details section, click on Details to expand the rail segment.
3. Click on After Sales.
   The Confirmation page of Rail opens.
4. Click on Void in the What do you want to do next? section.
   A Void tickets section appears, displaying a list of tickets for this trip. Only voidable tickets can be selected.
   If several tickets are associated to different bounds, each ticket can be voided separately. However, if several tickets apply to the same bound and different passengers, all tickets must be voided together; in other words, in the case of multi-passengers, all tickets related to the same bound cannot be voided separately.
5. Select the ticket you want to void and click on Confirm Void.
   If the void is successful, the Confirmation page is refreshed, with the status of the tickets changed to Voided.
   If the void is not successful, a message is displayed.

Reissuing a Voided Ticket
Once a ticket has been voided, the Issue Tickets link is enabled, allowing you to reissue the ticket.

Click on Issue Tickets to select the itineraries corresponding to the voided tickets.

Exchanging Tickets

Exchanging Swedish Rail Tickets

What Are the Requirements for Exchanging Swedish Rail Tickets?
- The Booking File must contain one or more issued Swedish Rail tickets.
- You can exchange one or more issued tickets for one new ticket.
- A Swedish Rail ticket can only be exchanged for another Swedish Rail ticket. Cross-provider exchange is not possible.
• If a ticket contains several passengers, the exchange must be done for all passengers. It is not possible to exchange individual passengers on the same ticket.

How to Identify Exchangeable Swedish Rail Tickets

Exchangeable tickets have the letter E in the Fare Collection View icon.

Table: Ticket Exchange Icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="E_icon.png" /></td>
<td>This icon is only shown for Swedish Rail. It indicates a semi-flexible fare that can be exchanged with a fee.</td>
</tr>
</tbody>
</table>

How to Exchange Swedish Rail Tickets

1. Retrieve the Booking File that has ticketed rail segments. See How to Retrieve a Booking File on page 173.
2. In the Itinerary Details section, click on Details to expand the rail segment.
3. Click on After Sales.
   The Confirmation page of Rail opens.
4. Click on Exchange in the What do you want to do next? section.
5. Select the tickets that you want to exchange and click on Exchange Selection.
   The Your Passengers section is prefilled with the passengers in the Booking File.
6. Complete the Change Your Trips section as required and click on Search.
   **Note:** You cannot change the provider from Swedish Rail.
7. Select the new proposal in the Availability page and click on Continue.
   Only exchangeable proposals are displayed.
8. Review the passenger and purchase information.
   Any exchange penalties or fees are displayed in the Exchange Tickets section.
   - If the new reservation amount is greater than the original amount, the difference to be paid is displayed in the Amount to Collect column.
   - If the new reservation amount is less than the original amount, the residual amount is lost and will not be refunded. A zero value is displayed in both the Amount to Collect and Amount to Refund columns.
9. Click on Book.
10. Review the new itinerary in the Confirmation page and click on Confirm Exchange.
11. Click on Yes to confirm the exchange.
   The Confirmation page is refreshed with the new ticket details, and the ticket status is updated.
Exchanging SNCF Rail Tickets

**What Are the Requirements for Exchanging SNCF Tickets?**

- The Booking File must contain one or more issued SNCF tickets.
- All SNCF content (Thalys, Eurostar, Lyria, Gala and Alleo) is supported, except for Hermes tickets.
- Any number of tickets can be exchanged for any other number of tickets. For example: 1 ticket to 1 ticket; 1 ticket to multiple tickets; multiple tickets to 1 ticket, and so on.
- Multi-carrier exchange is not supported. For example, SNCF tickets can only be exchanged for SNCF; Eurostar tickets can only be exchanged for Eurostar, and so on.
- It is not possible to exchange return fare tickets. Only individual bounds can be exchanged.

**How to Identify Exchangeable SNCF Rail Tickets**

Exchangeable tickets are indicated by an icon containing the letter E in the Availability page. Hover the mouse over the icon to see the flexibility conditions.

*Table: Ticket Exchange Icons*

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="E Icon" /></td>
<td>Indicates a fully flexible fare that can be exchanged.</td>
</tr>
<tr>
<td><img src="image2.png" alt="E Icon" /></td>
<td>Indicates a semi-flexible fare that can be exchanged.</td>
</tr>
</tbody>
</table>

**How to Exchange SNCF Rail Tickets**

1. Retrieve the Booking File that has ticketed rail segments. See *How to Retrieve a Booking File* on page 173.
2. In the Itinerary Details section, click on Details to expand the rail segment.
3. Click on After Sales.
   - The Confirmation page of Rail opens.
4. Click on Exchange in the What do you want to do next? section.
5. The Search page of Rail opens with the Your Passengers section prefilled with the passengers in the Booking File.
   - **Note:** The CUI field is not prefilled, even if a CUI was used in the previous reservation. You must enter the previous CUI or a new one.
   - **SNCF:** If a PNR contains multiple segments, you can choose to exchange specific tickets within the PNR.
6. Complete the Change Your Trips section as required and click on Search.
   - **Note:** You cannot change the provider from SNCF.
7. Select the new proposal in the Availability page and click on Continue.
   - Only exchangeable proposals are displayed.
8. In the **Passenger Information** page, review the passenger information.
   
   **Note:** If a Loyalty card was entered in the previous reservation, it cannot be changed. If there was no loyalty card in the previous reservation, you cannot add a new one.

9. Review the other information, and click on **Continue**.

10. Review the new itinerary on the **Confirmation** page.
    
    Any exchange penalties or fees are displayed in the **Exchange Tickets** section.
    
    - If the new reservation amount is greater than the original amount, the difference to be paid is displayed in the **Amount to collect** column.
    
    - If the new reservation amount is less than the original amount, the residual amount to be refunded is shown in the **Amount to refund** column.
    
    - If the new reservation amount is equivalent to the original amount, a zero value is displayed in both the **Amount to collect** and **Amount to refund** columns.

11. Click on **Confirm Exchange**.

12. Click on **Yes** to confirm the exchange.

    The **Confirmation** page is refreshed with the new ticket details, and the ticket status is updated.

---

**Selling SNCF Railcards**

**What Types of Railcard Can Be Sold?**

You can sell coupons for the following types of SNCF railcard in Rail Display, either together with a railcard for new subscribers, or on their own as renewals for existing subscribers:

**SNCF Subscription Railcards**

- Abonnement Forfait Ligne à Grande Vitesse
- Abonnement Forfait sur Ligne Classique
- Abonnement Fréquence 30 and 50

**SNCF Commercial Railcards**

- Carte Enfant+
- Carte Senior+
- Carte Jeune
- Carte Week-End
What Are the Limitations on Railcards in Rail Display?

You cannot do any of the following:

- Sell railcards without a coupon.
- Combine a rail reservation and railcard purchase in the same Booking File.
- Buy multiple coupons in the same flow, either for a single passenger or for multiple passengers.
- Refund or exchange a railcard. You can void a railcard however.
- Re-ticket a railcard following a void.

How to Sell a Railcard

1. Click on the **Cards & Vouchers** tab.
2. In the **Selection** page, select the railcard product you want to purchase.
3. Under **Your Criteria**, select one of these options:
   - **The traveller has no card**. This is a first-time railcard purchase. Selecting this option assumes that the traveller does not already own a card.
   - **The traveller already has a card**. This is for the renewal of a subscription. In this case, enter the traveller's card number, first name, and date of birth. If the Booking File already contained a traveller profile, then these fields are prefilled. If the traveller has more than one card you can select one from the list.
4. Enter the validity start date.
5. For subscription cards, enter the **Departure** and **Destination** stations.
   
   **Note:** For Fréquence railcards, you can specify all stations by selecting the check box entitled: **The traveller would like to travel in all France**.
6. Click on **Search**.
   - **Subscription railcards**: In the case of a first-time purchase, a list of subscription coupon options is displayed showing the prices by duration and class of service. For example, 3-month, annual, first or second class, and so on. In the case of a renewal, a list of coupon prices is shown based on the subscription valid for the entered stations. Since the exact price depends on the traveller's profile, it is necessary to obtain a quote.
7. Select a coupon type and click on **Continue**.
8. In the **Purchase** page, enter the traveller's contact details in the **Traveller Information and Contact Details** section. If the Booking File already contained a traveller profile, then these fields are prefilled. If the traveller has more than one card you can select one from the list.
9. In the **Payment and Delivery** section, select the form of payment and the method of delivery.
10. The **Your selection** section shows a summary of the selected subscription.
   - For Abonnement Fréquence, click on the price to display a pop-up with the fare conditions.
   - For annual subscriptions, click on the card icon to display the fare conditions.
11. Click on Quote.
   The Confirmation page show a summary of your purchase, including a
   provider record locator and railcard number.

12. Click on Save, confirm and stay on this page.
   This performs an end transaction. The page is refreshed and the Amadeus
   record locator is displayed. The Issue Railcard link is now enabled.

13. Click on the Issue Railcard link.

14. Click on Confirm ticketing.
   The Confirmation page is refreshed and a Ticket details section is
   displayed, showing the status as ticketed.
   In the case of a first-time purchase, two lines are shown; one for the railcard
   and one for the coupon.
   Note: Unlike rail reservations, an email is not sent to the traveller.

**How to Cancel the Purchase of a Railcard Coupon**

Note: You can only cancel the purchase of a railcard coupon if you have not
yet issued the coupon. If you have issued it, you can void it instead.

1. In the Confirmation page, click on Cancel.
2. Click on Confirm Cancel to return to the Selection page.

**Frequently Asked Questions**

**Profiles**

What Is the Correct Format for Profile Information?
Railcard, loyalty card and corporate card information must be stored in structured
rail remarks.
For information about specific structure and codes (provider and cards), contact
your local representative.

How Can I Correct an Error in a Retrieved Profile?
The error must be corrected in the Profiles module. You cannot update profile
information in Rail.

Can I Make a Booking for a Passenger Without a Profile?
Yes, you will be prompted to enter the passenger details before confirming the
booking.
Searching

**Can I Select the Passenger Type on the Search Page?**

The **Passenger type** selection is only available to Swedish Rail.

**How Do I Select a Railcard in the Search?**

You can select a railcard manually by using the **Railcard** drop-down list or by using the autocomplete feature for the **Railcard** field.

Or:

You can upload a passenger profile and select a railcard using the **Railcard** drop-down list.

Railcards that are associated with a profile are selected by default.

**Is it Possible to Have a Discount Card Per Passenger?**

Yes, you can have a discount card per passenger.

Fare Collection View

**Where Can I Find Railcard Discount Fares?**

The railcard discount fares are displayed in the **Fare Collection View** and they are represented by the icon.

Booking

**Can I Make Multi-Destination or Open-Jaw Bookings?**

Yes. You can make an open-jaw booking for two segments, except for Trenitalia and Deutsche Bahn trips.

Multi-destination bookings need to be managed as separate bookings.

**Note:** In some cases, two different stations in the same city (for example, Lyon Perrache and Lyon Part Dieu) are considered as the same station when making a booking and are not regarded as multi-destination bookings.

**Can I Make Group Bookings?**

No. You can only make multi-passenger bookings limited to nine passengers.

**How Are Seats Allocated During a Booking?**

By default, seats are allocated when you make a booking. You can modify this selection.
Does a Seat Selection for a Passenger Guarantee that a Seat Is Reserved?
No. Selecting a seat preference for a passenger does not guarantee that the rail provider can respect this preference. You must check the seat allocation granted by the provider (coach number and seat/berth number) in the Confirmation page.

Can I Use a Loyalty Card for Bookings?
Yes. You can add loyalty card details on the Passenger Information page. If the loyalty card information is stored in the profile, the Passenger Information page displays it automatically.

Can I Print or Email a Booking Confirmation?
Yes. You can use the Print and Email icons in the Confirmation page to print or email the booking confirmation.

Payment

What Are the Accepted Forms of Payment?
Each rail provider accepts different forms of payment.
The form of payment that is accepted depends on the commercial agreement with each provider.

<table>
<thead>
<tr>
<th>Form of Payment</th>
<th>SNCF</th>
<th>Swedish Rail</th>
<th>Trenitalia</th>
<th>Deutsche Bahn</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Payment</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Cash</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Credit Card</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Account</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Invoice</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Ticketing and Refunding

What Are the Ticketing Options?

SNCF

<table>
<thead>
<tr>
<th>Ticket Option</th>
<th>Feature</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-ticket</td>
<td>An e-ticket is collected at a ticket vending machine on departure.</td>
</tr>
<tr>
<td>Ticket Option</td>
<td>Feature</td>
</tr>
<tr>
<td>------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>E-billet</td>
<td>A PDF ticket is sent to the passenger to print at home. You can select the ticket and confirmation email language on the <strong>Confirmation</strong> page. The ticket must be presented at departure.</td>
</tr>
<tr>
<td>Ticketless SMS</td>
<td>An SMS is sent to the passenger with the e-ticket containing the reservation code. By default, the passenger receives the SMS ticket 24 hours before the departure date. To distribute the SMS ticket to the passenger immediately after it is booked, select the Send SMS upon ticket issuance check box on the Passenger Information page. This option is only available if the booking is scheduled less than 90 days before the booking date.</td>
</tr>
<tr>
<td>ATB - Agency Pickup</td>
<td>If you select the ATB ticketing option, it is not possible to process the ticketing in Rail. Ticket issuance and any other actions must be performed in the Command page.</td>
</tr>
<tr>
<td>Paper Value - Agency Pickup</td>
<td>Paper value is a PDF ticket printed on the provider's secured paper. The travel agency prints the ticket on the provider's secured paper and delivers it to the passenger.</td>
</tr>
</tbody>
</table>
| Thalys Ticketless | Enter a Thalys’ loyalty card or an email address in the **Reservation** page before or after you select the issuing mode. The passenger can book a trip using one of the following methods:  
  - **Ticketless loyalty card**: By entering the loyalty card number, the traveller will be able to travel with his Thalys TheCard as proof of transportation.  
  - **Ticketless E-mail**: In case the traveller does not have a Thalys TheCard, it will be sufficient to simply enter the e-mail address, and Thalys will send the travel document by e-mail.  
All passengers receive a confirmation email from distributor and a Ticketless booking confirmation from Thalys afterward, providing the details of their journeys. |

**Swedish Rail**

<table>
<thead>
<tr>
<th>Ticket Option</th>
<th>Feature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ticketless SMS</td>
<td>An SMS is sent to the passenger with the e-ticket containing the reservation code. By default, the passenger receives the SMS ticket 24 hours before the departure date. To distribute the SMS ticket to the passenger immediately after it is booked, select the Send SMS upon ticket issuance check box on the Passenger Information page. This option is only available if the booking is scheduled less than 90 days before the booking date.</td>
</tr>
<tr>
<td>Pick Up at Station</td>
<td>The passenger can collect the ticket at departure from a vending machine or from an operator. The passenger needs to present a valid reservation code.</td>
</tr>
</tbody>
</table>
### Ticket Option

<table>
<thead>
<tr>
<th>Feature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ticketless Email</td>
</tr>
</tbody>
</table>

### Trenitalia

<table>
<thead>
<tr>
<th>Ticket Option</th>
<th>Feature</th>
</tr>
</thead>
</table>
| Ticketless | **Email:** A PDF ticket is emailed to the passenger to print at home. The ticket must be presented at departure. If multiple email addresses were entered for a multi-passenger booking, the PDF ticket is sent to each address.  
**Reservation record:** The provider reservation record is displayed on the Confirmation page. The Reservation record must be shown when boarding. |

### Deutsche Bahn

<table>
<thead>
<tr>
<th>Ticket Option</th>
<th>Feature</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-ticket (Bahn-Tix)</td>
<td>A Bahn-Tix e-ticket is collected at any Deutsche Bahn long-distance ticket-vending machine in any German station. The e-ticket can be collected after the booking is paid.</td>
</tr>
<tr>
<td>Online Ticket (OLT)</td>
<td>A PDF ticket is sent to the passenger to print at home. The ticket must be presented while on board together with the original form of identification (FOID) used at payment time. Only both ticket and FOID together are accepted as valid proof of a correct OLT. Otherwise, a penalty will be applied.</td>
</tr>
</tbody>
</table>

### Under What Circumstances Are Tickets Refunded?

Each rail provider may refund a ticket under special circumstances. The following table shows the refund reasons that each provider accepts.

<table>
<thead>
<tr>
<th>Table: Refunding Reasons</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refund Reason</td>
</tr>
<tr>
<td>Strike</td>
</tr>
<tr>
<td>Passenger Request</td>
</tr>
<tr>
<td>Operator Error</td>
</tr>
<tr>
<td>Approved By Provider</td>
</tr>
</tbody>
</table>
Do I Need a Form of Identification to Process a Refund?

No. It is not mandatory.

**Trenitalia:** A form of identification is an optional step in the refund process.

Can I Refund a Train Ticket Due to a Strike?

You must contact SNCF to obtain a refund.
## Provider-specific Features

<table>
<thead>
<tr>
<th>Area</th>
<th>Functionality</th>
<th>SNCF</th>
<th>BeneRail (NS, NMBS/SNCB)</th>
<th>Trenitalia</th>
<th>Swedish Rail</th>
<th>Deutsche Bahn</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Searching</strong></td>
<td>Passenger Type</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Multi-Destination Journeys (open jaw)</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Via Station</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Minimum Stopover Time (for multiple via stations)</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Transfer Duration</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Maximum Number of Changes</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Arrival Time</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Class of Service</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Train Type</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Advanced Fare Search</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Display Fully Booked Trains</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Yes (including fully booked fares)</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Booking</strong></td>
<td>Split Booking File Before Booking</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Specific Seat Assignment</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Ancillary Services</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td><strong>Ticketing</strong></td>
<td>Ticket Number</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Area</td>
<td>Functionality</td>
<td>SNCF</td>
<td>BeneRail (NS, NMBS/SNCB)</td>
<td>Trenitalia</td>
<td>Swedish Rail</td>
<td>Deutsche Bahn</td>
</tr>
<tr>
<td>-----------------------</td>
<td>------------------------</td>
<td>-------</td>
<td>--------------------------</td>
<td>------------</td>
<td>--------------</td>
<td>---------------</td>
</tr>
<tr>
<td>Ticketing All</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Ticketing per Passenger</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Resending</td>
<td>Electronic Ticket Resend</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Refunding</td>
<td>Refund All</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Refund per Bound</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Refund per Passenger</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>No (only applies if multi-passenger booking is created.)</td>
</tr>
<tr>
<td>Void</td>
<td>Void All</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Partial Void</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Void per Passenger</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Exchanging</td>
<td>Ticket Exchange</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Partial Exchange</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Exchange per Passenger</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>
Troubleshooting

Retrieving Session Information

What is Session Information?
Rail maintains information about the current browser session. When creating an IR for the Amadeus second level help desk, you must include this information. The session information includes the following details:

- **JSession ID**
  The JsessionID is a key element which allows the help desk to retrieve traces from the Service Integrator logs of the request or reply. The help desk can then diagnose the cause of the problem in the Rail application.

- **General information**
  This indicates information about your environment.

How to Retrieve Session Information

a) On the **Search** page, click on **Session Info**.

   The session information window is displayed.

b) Click on **Copy to clipboard** and paste it into the incident record (IR).
Getting Started With Margin Manager

How to Log Into the Margin Manager Administration Module

1. Either:
   
   **In Selling Platform Connect:** Click on the Margin Manager link in the Tools section.
   
   Or:
   
   **In your web browser:** Enter the URL for Margin Manager.
   
   The login screen appears:

   ![Login Screen Diagram]

2. Enter your user credentials and in the **Administration for** field select **Amadeus Margin Manager**.

3. Click on **Login**.

   The **Margin Manager Administration** window opens.

Understanding Margin Rules

In Margin Manager, you create rules that define how booking margins are calculated. A margin is an extra fee added to the booking cost if the booking details match certain conditions. For example, you could specify that a margin be added for all flights booked on a particular airline, or in a specific booking class, or during certain dates.
There are two types of margin rule:

- A *mark-up rule* is used to add a margin that increases the total or component price of the booking. The mark-up is included in the total price of the booking, and is not displayed to the customer as a separate line item.

- A *product fee rule* adds a margin for a specific service to the cost of the booking. It is displayed to the customer as a separate line item.

You can specify a mark-up charge or product fee as either a percentage or a flat fee.

## Working With Rules

### What Is a Rule?

A margin rule allows a specific margin to be automatically calculated and assigned at the time of a booking, refund, or cancel. A margin can be a product fee or mark-up.

When you create a margin rule, you specify:

- The margin amount, for example, flat fee or percentage
- A description, such as the reason for the margin.
- The criteria (also known as rule conditions) under which the rule is applied, for example the travel zone, validating carrier, booking class, and so on.

You can deactivate a rule when it no longer applies, and reactivate it again when needed.

### How to Search for Rules

1. If you are not already on the Rules page, click on the Rules button on the top right.

2. Select the Rule tab, and the Rule search sub-tab.

3. Specify your search criteria.

   Optionally, select either Mark-up or Product fee from the Rule type drop-down to filter the search results to one type of rule.

4. Click on Search Rule.

   The list of rules matching your criteria is displayed.

5. To filter the search results more, enter one or more characters in the Search by Rule ID or name field in the Search results header.

You can edit or copy a rule from the search results by selecting it and clicking on the Edit icon or Copy icon. See *How to Create a Rule* on page 211.
Example: Viewing Rules

![Image of Margin Manager interface]

How to Create a Rule

1. In the Rules page, select the New Rule tab.
   
   The New Rule page opens.

![Image of New Rule page]

2. In the Common panel, specify the general information about the rule, such as its name, rule type and validity period.
3. In the **Product** panel, specify information about the product to which this rule applies, such as the provider, the type of product, such as Transportation, and any sub-type, such as Air.

4. In the **Action** panel, select one or more booking agent actions that should trigger this rule. You can choose from **Booking**, **Cancellation**, or **Refund**.

   **Note:** If you are creating an offer, select the **Booking** action. Fee or mark-up rules created for this action type are also applied to offers. When the offer is confirmed, the fee and mark-up of the offer are replaced by those of the new booking.

5. In the **Profile** panel, you can use the **Customer** field to specify that the rule should apply to travellers from a specific company, or even to specific individual travellers. See **How to Link a Rule or Model to a Customer Profile** on page 215.

   Alternatively you can specify a particular **Passenger type** to whom this rule applies. For example, you could create a rule specifically for Child passengers.

**Note:** The rule name does not have to be unique. Each rule is assigned a unique ID on creation.

**Note:** You can only create active rules. Therefore, you cannot modify the **Rule status** field. You can change a rule to inactive after it is created. For more information, see **How to Deactivate a Rule** on page 216.
6. In the **Rule criteria I**, **Rule criteria II**, and **Payment data** tabs, specify the combination of rule conditions that, if met, trigger the application of this rule.

![Rule criteria I, Rule criteria II, and Payment data tabs](image)

**Note:** If the conditions of more than one rule are met for a particular booking, the rule with the *most matching criteria* is applied. If, however, the competing rules have an equal number of criteria, then the rule with the highest *weighting* is selected. (Each rule’s weighting value is defined by the Margin Manager rule engine, and is not visible.)

**Note:** To specify that the rule applies to a particular market, you must select *Any* from the **International indicator** field, and **Market** from the **Origin type** or **Destination type** fields. You must have already defined the relevant markets, in order for them to be available in these drop-down fields. See *How to Define or Modify a Market* on page 218.

**Note:** If you are specifying a rule for an Air product and want it to be triggered by particular flight numbers, you can specify the numbers in the **Flight Number** field on the **Rule Criteria II** tab, with each number separated by a comma. Note however, that Margin Manager does not accept blanks or the character 0 (zero) in this field. So a flight displayed in cryptic as **LH 002** must be entered as **LH2**.

For example, to enter flights from this display:
<table>
<thead>
<tr>
<th>Flight Number</th>
<th>Departure</th>
<th>Arrival</th>
<th>Flight Time</th>
<th>Margin</th>
<th>Currency</th>
</tr>
</thead>
<tbody>
<tr>
<td>LH7055</td>
<td>0600</td>
<td>0800</td>
<td>2:00</td>
<td>E0/320</td>
<td></td>
</tr>
<tr>
<td>LH4383</td>
<td>0630</td>
<td>0715</td>
<td>0:45</td>
<td>E0/320</td>
<td></td>
</tr>
<tr>
<td>CLH4004</td>
<td>0640</td>
<td>0740</td>
<td>1:00</td>
<td>E0/321</td>
<td></td>
</tr>
<tr>
<td>LH002</td>
<td>0700</td>
<td>0805</td>
<td>1:05</td>
<td>E0/321</td>
<td>TR</td>
</tr>
<tr>
<td>NH6213</td>
<td>0700</td>
<td>0805</td>
<td>1:05</td>
<td>E0/321</td>
<td>TR</td>
</tr>
<tr>
<td>LH7056</td>
<td>0700</td>
<td>0900</td>
<td>2:00</td>
<td>E0/320</td>
<td></td>
</tr>
<tr>
<td>LH004</td>
<td>0730</td>
<td>0835</td>
<td>1:05</td>
<td>E0/32A</td>
<td></td>
</tr>
<tr>
<td>LH7307</td>
<td>0730</td>
<td>0900</td>
<td>1:30</td>
<td>E0/32A</td>
<td></td>
</tr>
<tr>
<td>LH006</td>
<td>0800</td>
<td>0905</td>
<td>1:05</td>
<td>E0/32A</td>
<td></td>
</tr>
<tr>
<td>102A*9B2120</td>
<td>1041</td>
<td>1435</td>
<td>3:54</td>
<td>E0</td>
<td>TRN</td>
</tr>
</tbody>
</table>

You would enter the flight numbers as follows:

LH7055, LH4383, LH4004, LH2, NH6213, LH7056, LH4, LH7307, LH6

7. In the **Rule Content** panel, enter the amount that will be applied to the booking if the rule conditions in the **Product Data I** and **Product Data II** tabs are met.

![Rule Content Panel](image)

The values you can enter depend on whether you select **Flat** or **Percent** from the **Amount** drop-down.

**Note:** If you enter an amount and click on Create Rule without entering any other data, the rule will always be used during the margin calculation unless a more specific rule is applicable.

**Note:** If you select **Any** as the Currency, the Travel Agency Currency (TAC) for your office ID is used, even if the flight is booked in another currency.

8. Click on **Create Rule** to create the rule.
If the rule is created successfully, a pop-up appears.

![Success](image)

If you wish to continue creating more rules, select the rule type and click on **New Rule** or **Copy Rule**. If you copy the rule, all the values stay the same, but a new rule ID is created.

Otherwise click on **Back to search** to return to the **Rule Search** tab. The new rule is displayed in the search results list in the **Rule Search** tab.

### How to Link a Rule or Model to a Customer Profile

You can specify that a rule or a model should apply to travellers from a specific company, or even to specific individual travellers. *(Note: in general it is more likely that you would link a model to a customer rather than a single rule.)*

1. When creating a new rule or model, click on the lookup icon next to the **Customer** field.

   In the **New Rule** window this field is in the **Profile** panel.

   ![Profile](image)

   In the **New Model** window this field is in the **Model Data** panel.

   ![Model Data](image)

   The **Customer** window opens.
2. Specify if you wish to link to a Traveller or Company profile,
3. Search for one or more company or traveller profiles within your organisation by entering text in the Customer name field.
4. Move one or more customers from the Available panel to the Selected panel using the arrows.
   The Type column will show a C for company profiles or T traveller profiles.
5. Click on OK to return to the main window.

How to Edit a Rule
1. In the Rules page, search for an existing rule and click on the Edit icon.
2. Modify the rule settings, as described in How to Create a Rule on page 211.
3. Click on Save Rule.

Note: You cannot change the rule type when editing a rule. Instead, you would have to copy the rule and create a different rule type.

How to Copy a Rule
1. In the Rules page, search for an existing rule and click on the Copy icon.
2. Fill in the rule settings, as described in How to Create a Rule on page 211.
3. Click on Save Rule.

How to Deactivate a Rule
1. In the Rules page, search for a rule, making sure that Show active Rules is selected in the Rule status section. See How to Search for Rules on page 210.
2. Select the rule you wish to deactivate and click on the Deactivate Rule icon.
3. You are asked to confirm deactivation. Click on **Yes**.

**Note:** A rule must be removed from all models it is part of before it can be deactivated.

### Why Deactivate a Rule?

If you have two rules with identical criteria, they are said to **overlap**. Active rules are not permitted to overlap, so if you wish to create a new rule that overlaps with an existing one, you must deactivate the existing rule first.

When you create a rule, the system checks to make sure the new rule does not overlap with any other active rules. If it overlaps, an error message is displayed and the rule is not created.

This feature can be useful, for example, if you have certain promotions that you wish to activate periodically.

### How to Reactivate a Rule

1. Search for a rule, making sure that **Show deactivated Rules** is selected in the **Rule status** section. See **How to Search for Rules** on page 210.

   The list of deactivated rules matching your criteria is displayed.

2. Select the rule you wish to reactivate and click on the **Reactivate** icon.

   **Note:** When you reactivate a rule, you must also add it to any models it is part of, even if before deactivation the rule was previously linked to a model.

### Working With Markets

**What Is a Market?**

A market is composed of one or more geographical locations (regions, countries, states, cities and airports). The geographical locations are based on the IATA standard representation.

Margin Manager has a default market, World, that cannot be modified or deleted.

A market must be unique within an administrative office. In other words, you cannot create two markets that are exactly the same.

When you define markets, you can include and exclude locations to suit your margin requirements.

Here are some examples:

- Paris - only the city Paris is included.
- North America and Central America - includes the regions North America and Central America. All countries, cities and airports in North and Central America are automatically included in this market.
- World excluding North America - automatically includes all regions, countries, states, cities and airports in the World apart from those in North America.
How to Define or Modify a Market

If you wish to specify that the rule applies to a particular market, then you must first define the relevant markets, so they are available in the **Origin type** and **Destination type** drop-downs in the **Product Data II Tab**. See How to Create a Rule on page 211.

1. Click on the **Markets** button in the top right corner of the screen.
   - The **Market Search** screen opens.
2. In the **Market Search** panel, click on the plus sign to create a new market. Enter a market in the search field if you are modifying an existing market.
3. In the **New Market** panel, enter the **Market name** and **Description**.
4. Under **Market Content**, select the option that describes the market content:
   a) In the case of **Region**, **Country** or **State**, select an appropriate value from the drop-down list.
   b) In the case of **City**, or **Airport**, enter the IATA city code.
   - See Example: Defining a Market on page 219.
5. Click on **Include** to add the market to the **Tree** panel.
6. To exclude a market from a higher-level market, use the **Exclude** buttons:
   - For example, if you want to create a Europe market but do not want to include Switzerland:
     - Select **Region** and select **Europe**, the click on **Include**.
     - Europe appears in the **Tree** panel.
     - Select **Country** and select Switzerland, then click on **Exclude**.
     - Switzerland appears as an excluded item from the Europe market.
7. Click on **Save market**.
   - You can now apply rules to the market created. This market is available in the **Origin type** and **Destination type** fields in the **Product data II tab** when defining a rule.

**Note:** You cannot delete a market if it is linked to a rule.
Example: Defining a Market

Working With Models

What Is a Model?

A model is a set of rules that can be either linked to a specific customer (through their CSX profile) or that can be activated for a specific period of time.

Note: If two or more models have the same validity date range, an overlap error is shown.

How to Search for, Edit and Copy Models

1. Select the Model tab.
2. In the Models Search window, enter the name of the model in the search field.

You see the list of matching models.
3. To edit or copy a model, select it and click on the **Edit** icon or **Copy** icon.

**How to Deactivate a Model**

1. Locate the model in the **Models** window. See *How to Search for, Edit and Copy Models* on page 219.
2. Select the model you wish to deactivate and click on the **Deactivate Rule** icon.
3. You are asked to confirm deactivation. Click on **Yes**.

**How to Reactivate a Model**

1. Locate the model in the **Models** window. See *How to Search for, Edit and Copy Models* on page 219.
2. Select the model you wish to reactivate and click on the **Reactivate** icon.

**How to Create or Copy a Model**

1. In the **Rule** page, click on the **Model** tab.
2. Click on the **New model** tab.
   
   Alternatively, search for an existing model and copy it by clicking on the **Copy** icon. You must change its name in order to save it.
3. Enter a name, validity period, and optionally a customer and description for the new model.

**Note:** A rule with a specified customer cannot be assigned to a model. You have to remove the customer link first, then link the model to the customer if desired.

You can add rules to the model now, or save the model and add rules later.

**Note:** It is possible to create a model without linking rules to it. However, during the fee calculation process only active rules linked to a model are taken into consideration.

The list of rules matching your criteria is displayed.

4. Double-click on one or more of the rules in the list, or click on the **Add Rule to Model** icon , to add the group to the model.

   To delete a rule from the model, in the **Current Rules in Model** panel, click on the **Remove Rule from Model** icon .

5. Click on **Create Model** if this is a new model, or **Save Model** if you are editing one.

**How Is a Rule Applied?**

To decide which rules to apply to a booking, Margin Manager applies the following logic:

<table>
<thead>
<tr>
<th>Model selected in PNR?</th>
<th>CSX profile selected in PNR?</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>Yes</td>
<td>1. This model and the linked CSX profile are checked for matching rules and the assigned CSX. 2. If no matching rule is found, no rule is applied.</td>
</tr>
</tbody>
</table>
Model selected in PNR? | CSX profile selected in PNR? | Result
--- | --- | ---
Yes | No | 1. This model is checked for matching rules.  
2. If no matching rule is found, no rule is applied.
No | Yes | 1. Any model linked to the CSX profile is checked for matching rules.  
2. If no matching rule is found, all other models which are not linked to a CSX profile are checked for matching rules.  
3. If no matching rule is found in any models, free rules are checked, and rules with linked CSX is checked.
No | No | 1. All models with no link to a CSX profile are checked for matching rules.  
2. If no matching rule is found in any model, then all free rules that are not linked to a CSX profile are checked.

Note: Since some customers may expect rule selection to behave differently from the explanation in the above table, it is recommended not to use “free rules” and “models in combination.

If the TA wants to work with models, all the rules should be put in a model so that there are no “free rules” left. In other words, you would create one model, for example called “Default”, containing all free rules without any validity or CSX customer, then create additional models, with either different validities or different CSX profiles linked to them.

Note: In a cryptic window you can select a model in your PNR by using the command TFL to see a list of all models, and TFU/1234 to select a specific model. In Selling Platform Connect the list of models is shown in AllFares Plus.

Working With Competence Areas

What Is a Competence Area?

A competence area is the name given to the group of point-of-sales offices that can use the rules you create. These offices can be part of your agency chain or corporation, or they can be any offices for which you are the designated rules administrator.

Your administration office is responsible for a single competence area. To maintain the competence area, you add or delete offices or groups of offices as required:

- If your administration office is also a point-of-sale office, remember to include the office in your competence area.
- If you become responsible for a new point-of-sale office, add the office to your competence area if it is not already part of one of your office groups.
- If an office is no longer eligible to use the rules in your competence area, make sure that you remove it from your competence area.
How to View and Modify Office IDs Included in a Competence Area

Click on the Competence Area button at the top right corner of the screen. The list of existing areas is shown in the Competence area details panel.

• To add a single office to the competence area:
  a) In the New detail panel, click on the Office tab and enter the office details. Mandatory fields are marked with an asterisk.
  b) Click on Save.
     A new detail line appears in the Competence area details panel.

• To add multiple offices to the competence area:
  a) In the New detail panel, click on the Mask tab, and enter a Corporate ID.
  b) Click on Save.
     A new detail line appears in the Competence area details panel.

• To delete a detail line:
  a) Select the check box on the left of the detail line.
  b) Click on the Delete selection icon.
  c) Click on Yes to confirm deletion.

Applying Fees to Bookings

Once margin rules have been defined for your organisation, they are immediately available to the travel agents creating bookings. The agent can thus accurately communicate the estimated total price of a trip (fare + mark-up + service fee) during both the shopping and booking phases.

How to Request the Total Sales Price (Cryptic)

1. First create the booking and do a pricing using one of the regular pricing commands such as FXB or FXP.
   This shows the total fare price without any added margin.
Note: The total sales price including fee and mark-up information will be shown in the Pricing Display starting from Q1 2018 for cryptic and Selling Platform Connect.

Example:

EUR 140.63 TOTAL INCL EUR 8.20 AGY FEE & 5.00 AGY MU

2. To display the total sales price including margin calculation details, enter the command:

EPD/FI

This displays the total sales price and gives a breakdown of any added mark-up and fees.

<table>
<thead>
<tr>
<th>ID</th>
<th>PRODUCT</th>
<th>STATUS</th>
<th>PRICE DETAILS</th>
<th>SALES PRICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>AIR</td>
<td>ACT</td>
<td>PURCHASE PRICE: 444.01 EUR</td>
<td>521.01 EUR</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>DISCOUNT: 0.00 EUR</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>MARK-UP: 77.00 EUR</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>SERVICE FEE</td>
<td>ACT</td>
<td>FEE: 80.00 EUR</td>
<td>80.00 EUR</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>DISCOUNT: 0.00 EUR</td>
<td></td>
</tr>
</tbody>
</table>

Note: The margin is the sum of the mark-up + fee (which is hidden from the traveller).
How to Request the Total Sales Price (Selling Platform Connect)

1. First create the booking and do a pricing using one of the regular pricing commands such as FXB or FXP.
   
   **Note:** The total sales price including fee and mark-up information will be shown in the Pricing Display starting from Q1 2018

   This shows the pricing without any added margin.

2. Click on **Show Booking File**.

3. Scroll to the **Sales** section.

   The **Sales Price** column shows the total sales price including the automatically added margin.

4. To see details of the margin, click on **Details**.

   A window is displayed showing you full sales details of the PNR.

Adding Additional Fees

You can add other fees manually, by clicking on **Add Fee** under **What can you do next?** at the bottom of the **Sales** section, and selecting either of the following:

- **General**, for fees relating to non-travel product related items, such as visas sending and so on.

- **Linked**, for fees related to a travel product, such as a cancellation fee.
How to Adjust a Fee After It Has Been Added

Cryptic

To override an automatically calculated fee or mark-up, use the TFA command.

Example:

\[ \text{TFA/0.00/F1} \]

This sets the mark-up and discount to 0 for the first entry. The following example shows no mark-up or discount for line 1:

<table>
<thead>
<tr>
<th>ID</th>
<th>PRODUCT</th>
<th>STATUS</th>
<th>PRICE DETAILS</th>
<th>SALES PRICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Air</td>
<td>Act</td>
<td>Purchase price: 200.00 EUR</td>
<td>200.00 EUR</td>
</tr>
<tr>
<td></td>
<td>Smith/A</td>
<td></td>
<td>Mark-up (M): 0.00 EUR</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Service Fee</td>
<td>Act</td>
<td>Fee (M): 33.00 EUR</td>
<td>21.50 EUR</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Discount (M): -12.50 EUR</td>
<td></td>
</tr>
</tbody>
</table>

Selling Platform Connect

To set the Booking Channel and Delivery Type:

To set the Booking Channel:

\[ \text{TFU/BC-nn} \]

To set the Delivery Type:

\[ \text{TFU/DT-nn} \]

Selling Platform Connect

You can set the Booking Channel and Delivery Type in the Sales section in Selling Platform Connect.

Scenarios

Scenario 1

Scenario: Create a generic rule that applies a product fee of 50 euros to every flight in the world.
Solution

1. On the Rules page, click on the New Rules tab and set the rule as follows:

   **Scenario 1: Rule settings**

<table>
<thead>
<tr>
<th>Panel/Field</th>
<th>Setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Rule data</td>
<td></td>
</tr>
<tr>
<td>Common panel</td>
<td></td>
</tr>
<tr>
<td>Rule name</td>
<td>&lt;name&gt;</td>
</tr>
<tr>
<td>Rule type</td>
<td>Product Fee</td>
</tr>
<tr>
<td>Valid From/To</td>
<td>Not set (always applicable)</td>
</tr>
<tr>
<td>Product panel</td>
<td></td>
</tr>
<tr>
<td>Content Provider</td>
<td>Any</td>
</tr>
<tr>
<td>Product type</td>
<td>Transportation</td>
</tr>
<tr>
<td>Type</td>
<td>Air</td>
</tr>
<tr>
<td>Action panel</td>
<td></td>
</tr>
<tr>
<td>Booking action</td>
<td>Booking</td>
</tr>
<tr>
<td>Rule Criteria I tab</td>
<td></td>
</tr>
<tr>
<td>Itinerary type panel</td>
<td></td>
</tr>
<tr>
<td>International indicator</td>
<td>Any</td>
</tr>
<tr>
<td>Origin type</td>
<td>World</td>
</tr>
<tr>
<td>Destination type</td>
<td>World</td>
</tr>
<tr>
<td>Rule Content</td>
<td></td>
</tr>
<tr>
<td>Amount type</td>
<td>Flat</td>
</tr>
<tr>
<td>Amount</td>
<td>50</td>
</tr>
<tr>
<td>Currency</td>
<td>Euros</td>
</tr>
</tbody>
</table>

2. Click on Create Rule.

   **Scenario 2**

   Create three standard itinerary rules that apply the following flat margins:
   - 20 euros for all domestic flights
   - 30 euros for European flights
   - 40 euros for international flights
Solution

1. On the Rules page, click on the New Rules tab and set the rule as follows:

   **Scenario 2: Rule settings - Domestic flights**

<table>
<thead>
<tr>
<th>Panel/Field</th>
<th>Setting</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General Rule data</strong></td>
<td></td>
</tr>
<tr>
<td>Common panel</td>
<td></td>
</tr>
<tr>
<td>Rule name</td>
<td>&lt;name&gt;</td>
</tr>
<tr>
<td>Rule type</td>
<td>Product Fee</td>
</tr>
<tr>
<td>Valid From/To</td>
<td>Not set (always applicable)</td>
</tr>
<tr>
<td><strong>Product panel</strong></td>
<td></td>
</tr>
<tr>
<td>Content Provider</td>
<td>Any</td>
</tr>
<tr>
<td>Product type</td>
<td>Transportation</td>
</tr>
<tr>
<td>Type</td>
<td>Air</td>
</tr>
<tr>
<td><strong>Action panel</strong></td>
<td></td>
</tr>
<tr>
<td>Booking action</td>
<td>Booking</td>
</tr>
<tr>
<td><strong>Rule Criteria I</strong></td>
<td></td>
</tr>
<tr>
<td>Itinerary type panel</td>
<td></td>
</tr>
<tr>
<td>International indicator</td>
<td>Domestic</td>
</tr>
<tr>
<td>Origin type</td>
<td>Any</td>
</tr>
<tr>
<td>Destination type</td>
<td>Any</td>
</tr>
<tr>
<td><strong>Rule Content</strong></td>
<td></td>
</tr>
<tr>
<td>Amount type</td>
<td>Flat</td>
</tr>
<tr>
<td>Amount</td>
<td>20</td>
</tr>
<tr>
<td>Currency</td>
<td>Euros</td>
</tr>
</tbody>
</table>

2. Click on Create Rule.

3. In the Success dialog, select Product Fee and click on Copy Rule.

4. Change the settings for the European flights, as follows:

   **Scenario 2: Rule settings - EU flights**

<table>
<thead>
<tr>
<th>Panel/Field</th>
<th>Setting</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General Rule data</strong></td>
<td></td>
</tr>
<tr>
<td>Common panel</td>
<td></td>
</tr>
<tr>
<td>Rule name</td>
<td>&lt;name&gt;</td>
</tr>
<tr>
<td><strong>Rule Criteria I</strong></td>
<td></td>
</tr>
<tr>
<td>Itinerary type panel</td>
<td></td>
</tr>
<tr>
<td>International indicator</td>
<td>EU</td>
</tr>
<tr>
<td><strong>Rule Content</strong></td>
<td></td>
</tr>
<tr>
<td>Amount</td>
<td>30</td>
</tr>
</tbody>
</table>
5. Click on **Create Rule**.
6. In the **Success** dialog, select **Product Fee** and click on **Copy Rule**.
7. Change the settings for international flights, as follows:

   **Scenario 2: Rule settings - International flights**

<table>
<thead>
<tr>
<th>Panel/Field</th>
<th>Setting</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General Rule data</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Common panel</strong></td>
<td></td>
</tr>
<tr>
<td>Rule name</td>
<td>&lt;name&gt;</td>
</tr>
<tr>
<td><strong>Rule Criteria I tab</strong></td>
<td></td>
</tr>
<tr>
<td>Itinerary type panel</td>
<td></td>
</tr>
<tr>
<td>International indicator</td>
<td>International</td>
</tr>
<tr>
<td><strong>Rule Content</strong></td>
<td></td>
</tr>
<tr>
<td>Amount</td>
<td>40</td>
</tr>
</tbody>
</table>

8. Click on **Create Rule**.

**Scenario 3**

Create a rule that apply a flat margin of 50 euros for:
- One-way flights from PAR to Asia
- On validating carrier AF
- In business class

**Note:** If you are creating Mark-up, it is not visible to customer and so the travel agent needs to be the merchant in the case of credit card payment. This is specified by setting the Payment channel in the **Sales** section.

**Solution**

1. If the Asia market does not already exist, we first have to create it. On the **Rules** page, click on **Markets**.
2. Click on the **+** icon.
3. In the **New Market** panel, enter the name of the new market, such as "Asia market".
4. Under **Market Content**, for the **Region** option, select **Asia region** and click on **Include**.

   The Market tree should look like this:

   ![Market tree diagram](image)

5. Click on **Save Market**.

For more details, see *How to Define or Modify a Market* on page 218.
6. Click on the Rules button, then on the Rules page, click on the New Rules tab.

7. Set the rule as follows:

   **Scenario 3: Rule settings - Complex rule**

<table>
<thead>
<tr>
<th>Panel/Field</th>
<th>Setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Rule data</td>
<td></td>
</tr>
<tr>
<td>Common panel</td>
<td></td>
</tr>
<tr>
<td>Rule name</td>
<td>&lt;name&gt;</td>
</tr>
<tr>
<td>Rule type</td>
<td>Mark-up</td>
</tr>
<tr>
<td>Valid From/To</td>
<td>Not set (always applicable)</td>
</tr>
<tr>
<td>Product panel</td>
<td></td>
</tr>
<tr>
<td>Content Provider</td>
<td>Any</td>
</tr>
<tr>
<td>Product type</td>
<td>Transportation</td>
</tr>
<tr>
<td>Type</td>
<td>Air</td>
</tr>
<tr>
<td>Action panel</td>
<td></td>
</tr>
<tr>
<td>Booking action</td>
<td>Booking</td>
</tr>
<tr>
<td>Rule Criteria I tab</td>
<td></td>
</tr>
<tr>
<td>Air data panel</td>
<td></td>
</tr>
<tr>
<td>Type of route</td>
<td>One-way</td>
</tr>
<tr>
<td>Itinerary type panel</td>
<td></td>
</tr>
<tr>
<td>International indicator</td>
<td>Any</td>
</tr>
<tr>
<td>Origin type</td>
<td>City</td>
</tr>
<tr>
<td>Location</td>
<td>PAR</td>
</tr>
<tr>
<td>Destination type</td>
<td>Market</td>
</tr>
<tr>
<td>Market</td>
<td>&lt;Asia market name&gt;</td>
</tr>
<tr>
<td>Carrier panel</td>
<td></td>
</tr>
<tr>
<td>Validating airline</td>
<td>AF</td>
</tr>
<tr>
<td>Cabin</td>
<td>Business</td>
</tr>
<tr>
<td>Rule Content</td>
<td></td>
</tr>
<tr>
<td>Amount type</td>
<td>Flat</td>
</tr>
<tr>
<td>Amount</td>
<td>50</td>
</tr>
<tr>
<td>Currency</td>
<td>Euros</td>
</tr>
</tbody>
</table>

8. Click on Create Rule.
Chapter 10
Cryptic Magic

Getting Started With Cryptic Magic

What Is Cryptic Magic?
Cryptic Magic provides a text field from within the graphic workflow into which you can enter a limited number of cryptic commands that will populate the Booking File. See Using Cryptic Magic Commands below.

How to Access Cryptic Magic
The Cryptic Magic entry line is available from anywhere in the application:

1. This is the Cryptic Magic text field. Enter cryptic commands here.
2. By clicking on this symbol, a history of recent commands will be displayed. These can be edited and re-entered.
3. Use this drop-down list to select another GDS provider.

What Are the Features of Cryptic Magic?
The Cryptic Magic entry line has the following features:
• A cryptic command can be typed directly into the Cryptic Magic text field.
• After a command is recognised, the background changes to green.
• If a command is not recognised, you are prompted to switch to the Command Page.

Using Cryptic Magic Commands
Cryptic Magic can be used to enter a variety of commands, including (but not limited to) availability and scheduling, fare quote display, fare notes, flight information, short sell and pricing commands for Amadeus. You can also use some Sabre commands with Cryptic Magic.
## Cryptic Magic Availability and Scheduling Commands

<table>
<thead>
<tr>
<th>Request</th>
<th>Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>One-way routing, specified date, city pair, time</td>
<td>AN11JULHOULAX1430</td>
</tr>
<tr>
<td>Local time if today is 11JUL, or 0000 in the future</td>
<td>AN11JULHOULAX</td>
</tr>
<tr>
<td>Current day departure, specified time</td>
<td>ANMIAATL1130</td>
</tr>
<tr>
<td>Departure city is the same as the office profile</td>
<td>AN11JULNYC1130</td>
</tr>
<tr>
<td>Current location and current day departure, local time</td>
<td>ANATL</td>
</tr>
<tr>
<td>Seven-day search</td>
<td>AN/11JULMADNYC1430</td>
</tr>
<tr>
<td>Round-trip routing, specified dates and times</td>
<td>AN11JULMADCPh8A*23AUG2P</td>
</tr>
<tr>
<td>Round trip, returning on the same day</td>
<td>AN11JULMADCPh*</td>
</tr>
<tr>
<td>Departure on current day, local time</td>
<td>ANMADSCL*11JUL1200</td>
</tr>
<tr>
<td>Seven-day search</td>
<td>AN/11JULMADBKK*29JUL7A</td>
</tr>
<tr>
<td>Dual city pair display, specified dates</td>
<td>AN9JULFRAMAD*23JULBCNDUS</td>
</tr>
<tr>
<td>Second pair a number of days later A</td>
<td>AN11JULMADCPh*+4STOBCN</td>
</tr>
<tr>
<td>Same day availability</td>
<td>AN9JULMADFRA*DUSBCN</td>
</tr>
<tr>
<td>Open-jaw availability</td>
<td>AN12OCTFRAMAD*BCN</td>
</tr>
<tr>
<td>Seven-day search</td>
<td>AN/8FEBANCNOU*/3MARPPTANC</td>
</tr>
<tr>
<td>Airline preference (maximum six)</td>
<td>AN11JULMADCPh13/ASK,IB</td>
</tr>
<tr>
<td>Availability for a specific flight number</td>
<td>AN11JULATHROM/AAZ717</td>
</tr>
<tr>
<td>Number of seats (maximum nine)</td>
<td>AN11JULSINFRA/B3</td>
</tr>
<tr>
<td>Specified cabin type (maximum two)</td>
<td>AN11JULSINSYD/KF,C</td>
</tr>
<tr>
<td>Specified classes (maximum three)</td>
<td>AN11JULLHRBOM/CF</td>
</tr>
<tr>
<td>Specified classes on all segments</td>
<td>AN15SEPJFKAMS/CF-Y</td>
</tr>
<tr>
<td>Connecting cities (up to two)</td>
<td>AN11JULLONTYO14/XBKKHKG</td>
</tr>
<tr>
<td>Non-stop flights only</td>
<td>AN11JULLAXNYC/FN</td>
</tr>
</tbody>
</table>
## Cryptic Magic Fare Quote Display Commands

<table>
<thead>
<tr>
<th>Request</th>
<th>Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Origin city different from CRT location, today</td>
<td>FQDFRAMNL</td>
</tr>
<tr>
<td>Origin city and CRT location same, today</td>
<td>FQDMNL</td>
</tr>
<tr>
<td>Specific airline only</td>
<td>FQDFRAMNL/A-LH</td>
</tr>
<tr>
<td>Multiple airlines (maximum of three)</td>
<td>FQDFRAMNL/ALH,PR,KL</td>
</tr>
<tr>
<td>Common fares only</td>
<td>FQDFRAMNL/AYY</td>
</tr>
<tr>
<td>Three-month display, starting in April</td>
<td>FQDFRAMNL/DAPR</td>
</tr>
<tr>
<td>Specific date</td>
<td>FQDFRAMNL/D11APR</td>
</tr>
<tr>
<td>Exact outbound travel dates</td>
<td>FQDFRAMNL/A-LH/D26NOV*</td>
</tr>
<tr>
<td>Range of travel start dates</td>
<td>FQDFRAMNL/D21JUL**14AUG</td>
</tr>
<tr>
<td>From a specific date to seven days ahead</td>
<td>FQDFRAMNL/D21JAN**7D</td>
</tr>
<tr>
<td>From a specific date to three months ahead</td>
<td>FQDBCNMNL/AIB/D21JAN**3M</td>
</tr>
<tr>
<td>Fares from today's date to a specific date</td>
<td>FQDFRAMNL/D**3MAR</td>
</tr>
<tr>
<td>Specific past date</td>
<td>FQDFRAMNL/ALH/D23JAN09</td>
</tr>
<tr>
<td>Different travel and ticketing dates</td>
<td>FQDFPARFRA/D5JUN08/AAF/R,06APR08</td>
</tr>
<tr>
<td>Travel date (with date range) different from ticketing dates</td>
<td>FQDHELNBO/D15AUG08**/R,10MAY08</td>
</tr>
<tr>
<td>Front cabin position (first class)</td>
<td>FQDFRAMNL/KF</td>
</tr>
<tr>
<td>Front cabin position (business class)</td>
<td>FQDFRAMNL/KC</td>
</tr>
<tr>
<td>Rear cabin position (economy class)</td>
<td>FQDFRAMNL/KY</td>
</tr>
<tr>
<td>Rear cabin (economy and premium class)</td>
<td>FQDFRAMNL/KW</td>
</tr>
<tr>
<td>Rear cabin (economy class, excluding premium)</td>
<td>FQDFRAMNL/KM</td>
</tr>
<tr>
<td>One-way fares</td>
<td>FQDFRAMNL/IO</td>
</tr>
<tr>
<td>Round-trip fares</td>
<td>FQDFRAMNL/IR</td>
</tr>
<tr>
<td>Fares in NUC</td>
<td>FQDFRAMNL/R,NUC</td>
</tr>
<tr>
<td>Add tax (if not included by default)</td>
<td>FQDFRAMNL/R,AT</td>
</tr>
<tr>
<td>Withhold tax (if included by default)</td>
<td>FQDFRAMNL/R,WT</td>
</tr>
<tr>
<td>Fare request types, APEX, PEX and MILITARY (maximum of three codes)</td>
<td>FQDFRAMNL/ALH/R,-APX-PEX-MIL</td>
</tr>
<tr>
<td>Request</td>
<td>Entry</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------</td>
</tr>
<tr>
<td>Expanded parameters, fares with no penalty</td>
<td>FQDNYCLON/ABA/R,*NPE</td>
</tr>
<tr>
<td>Expanded parameters, fares with a percentage penalty</td>
<td>FQDNYCPAR/AAF/R,*PE25P</td>
</tr>
<tr>
<td>Round-the-world (RTW) or Circle Trip (CT) fares</td>
<td>FQDLONLON/AQF/VRW, FQDSYDSYD/AQF/VCT</td>
</tr>
<tr>
<td>Unifares</td>
<td>FQDNYCMAD/R,U</td>
</tr>
<tr>
<td>Unifares for a corporate contract</td>
<td>FQDNYCMAD/R,U364477</td>
</tr>
<tr>
<td>Unifares by corporate name</td>
<td>FQDNYCMAD/R,UU*IBM</td>
</tr>
<tr>
<td>Unifares for a specific airline</td>
<td>FQDNCSFO/AUS/R,U</td>
</tr>
<tr>
<td>Negotiated fares for a corporate contract</td>
<td>FQDNYMAD/R,C364477</td>
</tr>
</tbody>
</table>

**Cryptic Magic Fare Notes Commands**

<table>
<thead>
<tr>
<th>Request</th>
<th>Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fare notes</td>
<td>FQN3</td>
</tr>
</tbody>
</table>

**Cryptic Magic Flight Information Commands**

<table>
<thead>
<tr>
<th>Request</th>
<th>Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>From an availability or schedule display (line two), maximum two</td>
<td>DO2</td>
</tr>
<tr>
<td>From an availability display, third flight from line one (multi segment)</td>
<td>DO1/3</td>
</tr>
</tbody>
</table>

**Cryptic Magic Informative Display Commands**

<table>
<thead>
<tr>
<th>Request</th>
<th>Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Display a list of fares</td>
<td>FQPLONSINLON</td>
</tr>
<tr>
<td>View the ticket image for the fare on line 3</td>
<td>FQQ3</td>
</tr>
<tr>
<td>Different airlines, each segment</td>
<td>FQPLON/ABASINJKT/ASQBKK</td>
</tr>
<tr>
<td>Same airline for all segments</td>
<td>FQPNCE/AAFMIAPARNCE</td>
</tr>
<tr>
<td>Same airline for all segments</td>
<td>FQPNCEMIAPARNCE/OAF</td>
</tr>
<tr>
<td>Travel dates</td>
<td>FQPLON/D04SEPSIN/D18OCTLON</td>
</tr>
<tr>
<td>Request</td>
<td>Entry</td>
</tr>
<tr>
<td>-----------------------------------------------------------</td>
<td>----------------------------------------------------------------------</td>
</tr>
<tr>
<td>Past travel and validation date (maximum six months for US and Canada and 12 months for the rest of the world)</td>
<td>FQPMUC/D01APRPARMAD/R,07JUN08</td>
</tr>
<tr>
<td>Fare break point at the next city</td>
<td>FQPLON/BPARHEL</td>
</tr>
<tr>
<td>Inhibit fare break point at the next city</td>
<td>FQPLON/BPARHEL</td>
</tr>
<tr>
<td>Global routing via the eastern hemisphere</td>
<td>FQPLON/VEHSINLON</td>
</tr>
<tr>
<td>Global routing round-the-world (RTW)</td>
<td>FQPLON/ABA/VRWCHIHNL SYDBKKLON</td>
</tr>
<tr>
<td>Passenger discount</td>
<td>FQPMADPARMAD/RCH</td>
</tr>
<tr>
<td>Multiple discounts (maximum six codes)</td>
<td>FQPMADPAR/RCH<strong>ZZ</strong>IN</td>
</tr>
<tr>
<td>Passenger type code</td>
<td>FQPLAX/AYXNYC/RMIIL</td>
</tr>
<tr>
<td>Booking codes</td>
<td>FQPLON/CFSIN/CYFLON</td>
</tr>
<tr>
<td>Return as a mirror of outbound segments</td>
<td>FQPLONSIN/M</td>
</tr>
<tr>
<td>Expanded parameters, fares with no maximum stay</td>
<td>FQPPARSYPAR/R,*NMX</td>
</tr>
<tr>
<td>Expanded parameters, multiple restrictions</td>
<td>FQPNYC/AAAMIBOS/R,*NPE-NAP</td>
</tr>
<tr>
<td>Point-of-sale override</td>
<td>FQPMADPARMAD/R,LON</td>
</tr>
<tr>
<td>Ticketing city override</td>
<td>FQPMADPARMAD/R,.FRA</td>
</tr>
<tr>
<td>Point-of-sale and ticketing city override</td>
<td>FQPMADPARMAD/R,LON.FRA</td>
</tr>
<tr>
<td>Price in a foreign currency</td>
<td>FQPLONSIN/R,FC-USD</td>
</tr>
<tr>
<td>Stopover sector</td>
<td>FQPLONFRA-MUCDUSLON</td>
</tr>
<tr>
<td>Stopover and surface sector</td>
<td>FQPLONFRA—MUCDUSLON</td>
</tr>
<tr>
<td>Transfer at all points before the hyphen (FRA and MUC)</td>
<td>FQPLONFRAMUCGVA-</td>
</tr>
<tr>
<td>Tax exemption, all taxes</td>
<td>FQPMADPARMAD/R,ET</td>
</tr>
<tr>
<td>Add taxes</td>
<td>FQPBOG/ACOMIA-EWR-BOG/R,AC-US</td>
</tr>
<tr>
<td>Withhold taxes</td>
<td>FQPPAR/AAFFRA-LON-PAR/R,WC-DE</td>
</tr>
<tr>
<td>Withhold surcharges</td>
<td>FQPNYC/AAARIO/R,WQ</td>
</tr>
<tr>
<td>Withhold all taxes</td>
<td>FQPLONNCELON/R,WT</td>
</tr>
<tr>
<td>Unifares</td>
<td>FQPNCE/ABALHRNCE/R,U</td>
</tr>
<tr>
<td>Unifares for a corporate contract</td>
<td>FQPNCE/ABALHRNCE/R,U364477</td>
</tr>
<tr>
<td>Negotiated fares for a corporate contract</td>
<td>FQPNCE/ABALHRNCE/R,C364477</td>
</tr>
</tbody>
</table>
### Cryptic Magic Long Sell, Ghost, Passive, Information Commands

<table>
<thead>
<tr>
<th>Request</th>
<th>Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sell one seat</td>
<td>SSEI154C12JULDUBLHR1</td>
</tr>
<tr>
<td>Departure date is today</td>
<td>SSBA352C/LHRNCE1</td>
</tr>
<tr>
<td>Unaccompanied minors</td>
<td>SSBA343L10JULNCHELHRUM2/5,6</td>
</tr>
<tr>
<td>Stretcher</td>
<td>SSBA343L10JULNCHELHRST2</td>
</tr>
<tr>
<td>Interline passenger with a reservation</td>
<td>SSAF2402C10JULNCEORYID1</td>
</tr>
<tr>
<td>Reconfirm segment booked outside Amadeus</td>
<td>SSDL071C12JUNCPHJKRR1</td>
</tr>
<tr>
<td>Cancel a segment booked outside Amadeus</td>
<td>SSAC111C19DECYULVRIX1</td>
</tr>
<tr>
<td>Create passive segment</td>
<td>SS1G2/PK/ABC123</td>
</tr>
<tr>
<td>Create service segment</td>
<td>SS1G2/HK/ABC123</td>
</tr>
<tr>
<td>Create ghost segment</td>
<td>SS1G2/GK/ABC123</td>
</tr>
<tr>
<td>Create passive segment from dual city pair display</td>
<td>SS1L5/PK/ABCDE*12/PK/ABCDE</td>
</tr>
<tr>
<td>Add airline record locator to passive segment</td>
<td>3/*ABC123</td>
</tr>
<tr>
<td>Create flight segment for information</td>
<td>SIKL171C28JUNAMSCPHHK2/08501120</td>
</tr>
<tr>
<td>Arrival unknown</td>
<td>SIARNK</td>
</tr>
<tr>
<td>Create open segment specifying only airline, class, departure and arrival cities, for one passenger</td>
<td>SOBAC25NOVLHRJFK/P2</td>
</tr>
<tr>
<td>Two airline codes</td>
<td>SOSKBA/C20SEPSTOLHR</td>
</tr>
</tbody>
</table>

### Cryptic Magic Pricing Commands

<table>
<thead>
<tr>
<th>Request</th>
<th>Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Price a PNR without creating a TST</td>
<td>FXX</td>
</tr>
<tr>
<td>View the ticket image for the fare on line 3</td>
<td>FQQQ</td>
</tr>
<tr>
<td>View the fare calculation for the fare on line 3</td>
<td>FQH3</td>
</tr>
<tr>
<td>Global routing round-the-world (RW), whole itinerary</td>
<td>FXX/S2RW</td>
</tr>
<tr>
<td>Global routing Round-the-World (RW), selected segments</td>
<td>FXX/S2,RW,3-7,10</td>
</tr>
<tr>
<td>Global routing circle trip (CT), whole itinerary</td>
<td>FXX/S2CT</td>
</tr>
<tr>
<td>Global routing circle trip (CT), selected segments</td>
<td>FXX/S2,CT,3-7,10</td>
</tr>
<tr>
<td>Request</td>
<td>Entry</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>--------------------------------------------</td>
</tr>
<tr>
<td>Passenger type codes (maximum six codes)</td>
<td>FXX/RMIL<em>CD</em>CH</td>
</tr>
<tr>
<td>Price passenger type code, military only</td>
<td>FXX/RMIL,*PTC</td>
</tr>
<tr>
<td>Expanded parameters, fares with no restrictions</td>
<td>FXX/R,*NR</td>
</tr>
<tr>
<td>Expanded parameters, multiple restrictions</td>
<td>FXX/R,*NPE-NAP</td>
</tr>
<tr>
<td>Expanded parameters, penalty with percentage</td>
<td>FXX/R,*PE25P</td>
</tr>
<tr>
<td>Point-of-sale override</td>
<td>FXX/R,LON</td>
</tr>
<tr>
<td>Ticketing city override</td>
<td>FXX/R,FRA</td>
</tr>
<tr>
<td>Point-of-sale and ticketing city override</td>
<td>FXX/R,LON,FRA</td>
</tr>
<tr>
<td>Pricing in a foreign currency</td>
<td>FXX/R,FC-USD</td>
</tr>
<tr>
<td>Tax exemption, all taxes</td>
<td>FXX/R,ET</td>
</tr>
<tr>
<td>Tax exemption, all FR taxes</td>
<td>FXX/R,ET-FR</td>
</tr>
<tr>
<td>Tax exemption, SE type of FR tax</td>
<td>FXX/R,ET-FRSE</td>
</tr>
<tr>
<td>Add taxes (maximum four)</td>
<td>FXX/R,AC-US-GB</td>
</tr>
<tr>
<td>Withhold taxes (maximum four)</td>
<td>FXX/R,WC-DE-FR</td>
</tr>
<tr>
<td>Unifares</td>
<td>FXX/R,U</td>
</tr>
<tr>
<td>Unifares for a corporate contract</td>
<td>FXX/R,U123001</td>
</tr>
<tr>
<td>Unifares for up to six corporate codes or names</td>
<td>FXX/R, U000001-000002-*IBM</td>
</tr>
<tr>
<td>Negotiated fares</td>
<td>FXX/R,NEGO</td>
</tr>
<tr>
<td>Negotiated fares for a corporate contract</td>
<td>FXX/R,C123001</td>
</tr>
<tr>
<td>Price a new or retrieved PNR, without TST</td>
<td>FXA</td>
</tr>
<tr>
<td>Price a PNR without creating a TST</td>
<td>FXA</td>
</tr>
<tr>
<td>Price passenger 1</td>
<td>FXA/P1</td>
</tr>
<tr>
<td>Price passengers 1, 2, and 5</td>
<td>FXA/P1,2,5</td>
</tr>
<tr>
<td>Price passengers 1 to 3</td>
<td>FXA/P1-3</td>
</tr>
<tr>
<td>Price only infants</td>
<td>FXA/INF</td>
</tr>
<tr>
<td>Price only non-infants</td>
<td>FXA/PAX</td>
</tr>
<tr>
<td>Same discount for all passengers</td>
<td>FXA/RDG</td>
</tr>
<tr>
<td>Multiple discounts</td>
<td>FXA/RCH<em>ZZ</em>CD</td>
</tr>
<tr>
<td>Passenger discount for passenger 1</td>
<td>FXA/P1/RDG</td>
</tr>
<tr>
<td>Request</td>
<td>Entry</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>------------------------------</td>
</tr>
<tr>
<td>Passenger discount for passengers 1 and 3</td>
<td>FXA/P1,3/RDG</td>
</tr>
<tr>
<td>Different discounts for specified passengers</td>
<td>FXA/P1/RCH/P2/RZZ/P3/RCD</td>
</tr>
<tr>
<td>Passenger type codes (maximum six codes)</td>
<td>FXA/RMIL,<em>CD</em>CH</td>
</tr>
<tr>
<td>Price passenger type code, military only</td>
<td>FXA/RMIL,*PTC</td>
</tr>
<tr>
<td>Expanded parameters, fares with no restrictions</td>
<td>FXA/R,*NR</td>
</tr>
<tr>
<td>Expanded parameters, multiple restrictions</td>
<td>FXA/R,*NPE-NAP</td>
</tr>
<tr>
<td>Expanded parameters, penalty with percentage</td>
<td>FXA/R,*PE25P</td>
</tr>
<tr>
<td>Point-of-sale override</td>
<td>FXA/R,LON</td>
</tr>
<tr>
<td>Ticketing city override</td>
<td>FXA/R,.FRA</td>
</tr>
<tr>
<td>Point-of-sale and ticketing city override</td>
<td>FXA/R,LON,FRA</td>
</tr>
<tr>
<td>Pricing in a foreign currency</td>
<td>FXA/R,FC-USD</td>
</tr>
<tr>
<td>Price segment 4</td>
<td>FXA/S4</td>
</tr>
<tr>
<td>Price segments 4 and 5</td>
<td>FXA/S4,5</td>
</tr>
<tr>
<td>Price segments 4 to 6</td>
<td>FXA/S4-6</td>
</tr>
<tr>
<td>Tax exemption, all taxes</td>
<td>FXA/R,ET</td>
</tr>
<tr>
<td>Tax exemption, all FR taxes</td>
<td>FXA/R,ET-FR</td>
</tr>
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<td>Tax exemption, SE type of FR tax</td>
<td>FXA/R,ET-FRSE</td>
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<tr>
<td>Add taxes (maximum four)</td>
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<td>FXA/R,U</td>
</tr>
<tr>
<td>Unifares for a corporate contract</td>
<td>FXA/R,U123001</td>
</tr>
<tr>
<td>Unifares for up to six corporate codes or names</td>
<td>FXA/R,U000001-000002-*IBM</td>
</tr>
<tr>
<td>Negotiated fares</td>
<td>FXA/R,NEGO</td>
</tr>
<tr>
<td>Negotiated fares for a corporate contract</td>
<td>FXA/R,C123001</td>
</tr>
<tr>
<td>Specify the cabin class</td>
<td>FXA/KC</td>
</tr>
<tr>
<td>Price a new or retrieved PNR, without TST</td>
<td>FXA/LO</td>
</tr>
<tr>
<td>Price a PNR without creating a TST</td>
<td>FXA/LO</td>
</tr>
<tr>
<td>Price passenger 1</td>
<td>FXA/LO/P1</td>
</tr>
<tr>
<td>Price passenger 1, 2 and 5</td>
<td>FXA/LO/P1,2,5</td>
</tr>
<tr>
<td>Request</td>
<td>Entry</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>Price passengers 1 to 3</td>
<td>FXA/LO/P1-3</td>
</tr>
<tr>
<td>Price only infants</td>
<td>FXA/LO/INF</td>
</tr>
<tr>
<td>Price only non-infants</td>
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<tr>
<td>Multiple discounts</td>
<td>FXA/LO/RCH<em>ZZ</em>CD</td>
</tr>
<tr>
<td>Passenger discount for passenger 1</td>
<td>FXA/LO/P1/RDG</td>
</tr>
<tr>
<td>Passenger discount for passengers 1 and 3</td>
<td>FXA/LO/P1,3/RDG</td>
</tr>
<tr>
<td>Different discounts for specified passengers</td>
<td>FXA/LO/P1/RCH//P2/RZZ//P3/RCD</td>
</tr>
<tr>
<td>Passenger type codes (maximum six codes)</td>
<td>FXA/LO/RMIL.<em>CD</em>CH</td>
</tr>
<tr>
<td>Price passenger type code, military only</td>
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</tr>
<tr>
<td>Expanded parameters, fares with no restrictions</td>
<td>FXA/LO/R,*NR</td>
</tr>
<tr>
<td>Expanded parameters, multiple restrictions</td>
<td>FXA/LO/R,*NPE-NAP</td>
</tr>
<tr>
<td>Expanded parameters, penalty with percentage</td>
<td>FXA/LO/R,*PE25P</td>
</tr>
<tr>
<td>Point-of-sale override</td>
<td>FXA/LO/R, LON</td>
</tr>
<tr>
<td>Ticketing city override</td>
<td>FXA/LO/R,FRA</td>
</tr>
<tr>
<td>Point-of-sale and ticketing city override</td>
<td>FXA/LO/R,LON,FRA</td>
</tr>
<tr>
<td>Pricing in a foreign currency</td>
<td>FXA/LO/R, FC-USD</td>
</tr>
<tr>
<td>Price segment 4</td>
<td>FXA/LO/S4</td>
</tr>
<tr>
<td>Price segments 4 and 5</td>
<td>FXA/LO/S4,5</td>
</tr>
<tr>
<td>Price segments 4 to 6</td>
<td>FXA/LO/S4-6</td>
</tr>
<tr>
<td>Tax exemption, all taxes</td>
<td>FXA/LO/R,ET</td>
</tr>
<tr>
<td>Tax exemption, all FR taxes</td>
<td>FXA/LO/R,ET-FR</td>
</tr>
<tr>
<td>Tax exemption, SE type of FR tax</td>
<td>FXA/LO/R,ET-FRSE</td>
</tr>
<tr>
<td>Add taxes (maximum 4)</td>
<td>FXA/LO/R, AC-US-GB</td>
</tr>
<tr>
<td>Withhold taxes (maximum 4)</td>
<td>FXA/LO/R, WC-DE-FR</td>
</tr>
<tr>
<td>Unifares</td>
<td>FXA/LO/R, U</td>
</tr>
<tr>
<td>Unifares for a corporate contract</td>
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</tr>
<tr>
<td>Unifares for up to 6 corporate codes or names</td>
<td>FXA/LO/R, U000001-000002-*IBM</td>
</tr>
<tr>
<td>Negotiated fares</td>
<td>FXA/LO/R, NEGO</td>
</tr>
</tbody>
</table>
### Request

<table>
<thead>
<tr>
<th>Request</th>
<th>Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Negotiated fares for a corporate contract</td>
<td>FXA/LO/R.C123001</td>
</tr>
<tr>
<td>Select the fare on line 3 for all passengers, rebook and create a TST</td>
<td>FXU3</td>
</tr>
<tr>
<td>Select different fares for selected passengers, rebook and create TST</td>
<td>FXU1/P1,3//5/P2</td>
</tr>
</tbody>
</table>

### Cryptic Magic Short Sell Commands

<table>
<thead>
<tr>
<th>Request</th>
<th>Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sell one seat on line 2 in C class</td>
<td>SS1C2</td>
</tr>
<tr>
<td>Sell two seats on line 1, in C class for first flight, remaining flights in B class</td>
<td>SS2CB1</td>
</tr>
<tr>
<td>Sell seats from dual availability display, same class</td>
<td>SS1Y2*11</td>
</tr>
<tr>
<td>Sell seats from dual availability display, different class</td>
<td>SS1Y3*C12</td>
</tr>
<tr>
<td>Stretcher</td>
<td>SS2C3/ST</td>
</tr>
<tr>
<td>Interline passenger with a reservation</td>
<td>SS2C3/ID</td>
</tr>
<tr>
<td>Waitlist</td>
<td>SS1D3/PE</td>
</tr>
<tr>
<td>Reconfirm segment booked in Amadeus</td>
<td>3/RR</td>
</tr>
</tbody>
</table>

### Cryptic Magic Timetable Commands

<table>
<thead>
<tr>
<th>Request</th>
<th>Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>One-way routing, specified date, city pair, time</td>
<td>TN11JULCPTCAI0830</td>
</tr>
<tr>
<td>Departures from 0000 for a date in the future</td>
<td>TN11JULCPTCAI</td>
</tr>
<tr>
<td>Current day, specified time</td>
<td>TNCPTCAI0830</td>
</tr>
<tr>
<td>Departure city is the same as the office profile</td>
<td>TN11JULRIO0830</td>
</tr>
<tr>
<td>Current day, local time</td>
<td>TNMIARIO</td>
</tr>
<tr>
<td>Departure city is the same as the office profile, current day</td>
<td>TNRIO</td>
</tr>
<tr>
<td>Flights operating on a specific day of the week</td>
<td>TN29AUGHOUMEX1430/WE</td>
</tr>
</tbody>
</table>
# Sabre Cryptic Magic Commands

<table>
<thead>
<tr>
<th>Request</th>
<th>Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local time if today is 11 Jul, or 0000 in the future</td>
<td>123OCTPDXOMA</td>
</tr>
<tr>
<td>Current day departure, specified time</td>
<td>123OCTPDXOMA7A</td>
</tr>
<tr>
<td>Departure city is the same as the office profile</td>
<td>123OCTSEASFO/11A</td>
</tr>
<tr>
<td>Current location and current day departure, local time</td>
<td>123OCTPDXORD‡UA</td>
</tr>
<tr>
<td>Seven-day search</td>
<td>01C2</td>
</tr>
<tr>
<td>Round-trip routing, specified dates and times</td>
<td>01C1B2</td>
</tr>
<tr>
<td>Round trip, returning on the same day</td>
<td>WP</td>
</tr>
<tr>
<td>Departure on current day, local time</td>
<td>WPN1.1</td>
</tr>
<tr>
<td>Seven-day search</td>
<td>WPS4/5</td>
</tr>
</tbody>
</table>
Chapter 11
Command Page

Getting Started With the Command Page

How to Open a New Command Page
On the main Selling Platform Connect menu, click on File > New Command Page.

What Are the Command Page Shortcuts?

<table>
<thead>
<tr>
<th>Action</th>
<th>Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scroll between previously entered commands</td>
<td>Alt + up arrow and down arrow</td>
</tr>
<tr>
<td>Move up</td>
<td>F7</td>
</tr>
<tr>
<td>Move down</td>
<td>F8</td>
</tr>
<tr>
<td>Clear screen without erasing previous entries</td>
<td>Pause</td>
</tr>
<tr>
<td>Clear screen while erasing previous entries</td>
<td>Pause + Shift</td>
</tr>
<tr>
<td>View and edit command history</td>
<td>Alt + right arrow</td>
</tr>
</tbody>
</table>

How to Print Command Page Content
1. Select the content that you want to print and do one of the following:
   - On the main Selling Platform Connect menu, click on File > Print or click on the Print icon 📨. Or:
   - Right-click the selected text and select Print.
2. Follow the standard printing process for your printer.

Which Command Page Settings Can Be Changed?
- Graphical or cryptic view of:
  - TST
  - TSM
  - Refund
- Seat map
- Services catalogue

• Font colour and background colour.
• Speedmode activation and deactivation.
• Default option of either 4505 or 3270 for new Command pages.
• Option to show or hide the button for dynamic switch between the Command page types.

**How to Change the Command Page Settings**

1. On the main Selling Platform Connect menu, click on **Settings > Command Page**.
   Alternatively, on the main accordion menu, click on **Personal Settings > Command Page**.
2. Change the settings as required and click on **Save Your Settings**.

**Splitting the Command Page Screen**

**What Are the Screen Split Options?**

You can split the Command page screen vertically or horizontally. Within these splits, you can do a secondary horizontal or vertical split so that the screen is divided into four sections. Each split screen has separate prompts and commands.

**How Are Commands Saved for Screen Splits?**

All commands are saved when a split is closed. When the same split is opened again in the same session, all commands in the history are retrieved. Up to 10 commands are stored for each of the four splits.

**How to Split the Screen**

• To split the screen vertically, click on the **Vertical Split** icon in the upper right-hand corner of the screen.
• To split the screen horizontally, click on the **Horizontal Split** icon.
How to Reverse a Split Screen
- To reverse a horizontal split, click on the **Horizontal Split** icon.
- To reverse a vertical split, click on the **Vertical Split** icon.

How to Resize a Split Screen
- To resize a screen that is split horizontally, drag the horizontal split bar to the required location.
- To resize a screen that is split vertically, drag the vertical split bar to the required location.

Switching Between the Command Page and Graphic Mode

What Are the Options for Switching from the Command Page?

<table>
<thead>
<tr>
<th>Switch From Command Page</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Go to Booking File</td>
<td>If there is no PNR in cryptic, the Booking File is empty. If there is a PNR in cryptic, the details are in the Booking File.</td>
</tr>
<tr>
<td>Go to Booking Tool/Air</td>
<td>If an Air availability search has not been done, or it has been reset, the <strong>Search</strong> page is displayed. If an Air availability search was already done, the last search result is displayed.</td>
</tr>
</tbody>
</table>
**How to Switch Between the Command Page and Graphic Mode**

1. When on the Command page, click on **Show in Graphic Mode** in the side panel.

2. To return to the Command page, click on **Show in Command Page**.

**What Are Ticketing Hotkeys?**

Ticketing hotkeys refer to the display of the ticketing number as a link in the Command page. By clicking on this link, you open a graphical **E-ticket Display** pop-up window that shows the details of the e-ticket as it appears in the Booking File.

**Which Graphical Displays can be Opened Using Commands?**

<table>
<thead>
<tr>
<th>Graphical Display</th>
<th>Commands that Open the Display</th>
</tr>
</thead>
</table>
| TST                         | TQT  
TQT/Tn (n = TST number) TQT/Pn (n = passenger number) TQT/Sm (n = segment number) TQT/Sm-n (m, n = segment numbers) |
| Refund                      | TRF command followed by one of the following:  
• Document number  
• Booking File line number  
• Query report |
| Seats and Services Catalogue| SM opens the graphic catalogue with the **Seat Map** section displayed (except if it is followed by a flight number). If a graphic seat map is not available for an airline, you can continue with the cryptic seat map. If you close the graphic catalogue, the cryptic catalogue remains open.
FXK opens the graphic catalogue.  
FXK/G-BG opens the graphic catalogue with the Baggage section displayed. |
| TSM                         | TQM  
TQM/M1  
TQM/P1 |

**Working With Speedmode**

**What Is Speedmode?**

Speedmode is a functionality that allows you to access a list of predefined shortcut commands based on the last cryptic response that was displayed. If the classic (4505) Command page display contains rail or low-cost segments, Speedmode can be used with these.

You highlight and select items on the display and send the command requests using either the mouse or a keyboard action.
## Where is Speedmode Available?

<table>
<thead>
<tr>
<th>Display</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air availability response</td>
<td>Speedmode is triggered by the AN command. The following elements are highlighted: • Line number • Airline code • Flight feature • Flight number • Aircraft code • Class of service</td>
</tr>
<tr>
<td>Queues</td>
<td>Speedmode is triggered by the QT command and commands starting with QC. The category number is highlighted.</td>
</tr>
<tr>
<td>Itinerary pricing</td>
<td>Speedmode is triggered by the FXA, FXB, FXP, FXR, and FXX commands. The line number is highlighted.</td>
</tr>
<tr>
<td>Fare selection with TST creation</td>
<td>Speedmode is triggered by the FXT command. The line number is highlighted.</td>
</tr>
<tr>
<td>Ticketing: TST</td>
<td>Speedmode is triggered by the TQT command. The TST number is highlighted.</td>
</tr>
<tr>
<td>PNR</td>
<td>The office ID and segment number of each item in the PNR is highlighted. Speedmode is available for the following PNR items: • Office ID • Passenger name • Air segment • Car segment (CCR) • Rail segment (TRN) • Hotel segment (HHL) • Contact element (AP) • Remark element (RC, RM, RX, RQ, AB, AM) • Ticket element (TK) • Fare element (FA, FB, FP, FV) • SSR remark element (SSR) • OSI remark element (OSI) • Generic element</td>
</tr>
<tr>
<td>Fare Quote Display</td>
<td>Speedmode supports all screen displays returned by any command starting with FQD. Speedmode is available for the following Fare Quote Display items: • List of airline codes. • List of fares.</td>
</tr>
<tr>
<td>Fare Notes</td>
<td>Speedmode is available for the following FQN items: • List of categories. • List of paragraphs.</td>
</tr>
</tbody>
</table>
Display | Description
---|---
Informative Pricing | There are two types of FQP screens:
  - List of fares (the line number of each fare is highlighted).
  - List of airline codes (all airline codes are highlighted).
Informative Pricing Index Table | There is one FQU screen that displays a list of fares. The line number of each fare is highlighted.
Routing Information | Speedmode is available for the following FQR items:
  - List of fares.
  - List of airline codes.
RT screen | Speedmode is triggered by the RT command. The line number is highlighted.

**Explanation: Speedmode Cursor Highlighting**

Usually, only one cursor highlight box is displayed on the cryptic display. However, you can also have multiple and permanent cursor highlighting depending on the context.

**Multiple Cursors**

Multiple cursors are displayed when you navigate the Class of Service elements.

When you place the cursor on a Class of Service element, every identical Class of Service element in the following segment of the same availability display is also highlighted.

**Permanent Cursors**

For the Class of Service elements in two-way availability displays, multiple cursors are replaced by permanent cursors. The first Class of Service element and all of its equivalents are marked by a permanent cursor. The same applies to the return flights section.

Permanent cursors remain on the display while you navigate it.
What Are the Navigation Options in Speedmode?

You navigate Speedmode using keyboard and mouse actions with the cryptic response, and a highlighted box shows the current focus.

**Table: Keyboard Actions**

<table>
<thead>
<tr>
<th>Keyboard Action</th>
<th>Result</th>
</tr>
</thead>
</table>
| Up Arrow        | Selects the next element of the same type above the current element.  
If there is no line above, the new selection is done starting from the last line until finding one with the same element. |
| Down Arrow      | Selects the next element of the same type below the current element.  
If there is no line below, the new selection is done starting from the first line until finding one with the same element. |
| Left Arrow      | Selects the previous element on the same line.  
If there is no other element before, the new selection is the last element of the previous line. |
| Right Arrow     | Selects the next element on the same line.  
If there is no other element after, the new selection is the first element of the following line. |
| Tab             | Same as the Right Arrow but selects the next element with a different type to the current element. |
| Shift+Tab       | Same as the Left Arrow but selects the previous element with a different type to the current element. |
| Home            | Selects the first element of the displayed response. |
| End             | Selects the last element of the displayed response. |
| Single Space    | Displays the available Speedmode commands for the selected element.  
Closes the pop-up window that is displayed with a mouseover action or single left-click. |
Keyboard Action | Result
---|---
Double Space | Places a permanent cursor on the selected element. A permanent cursor only applies to a two-way availability response, where you can only interact with a **Class of Service** element if it is first marked with a permanent cursor.
Enter | Directly sends the default shortcut command corresponding to the selected element.
Escape | Removes the Speedmode highlighting.
Shift + Escape | Restores the Speedmode highlighting.

**Table: Mouse Actions**

| Mouse Action | Result |
---|---|
Mouseover | Displays a pop-up window with the additional information about the element under the cursor (if additional information is available).  - To close the pop-up window, left-click outside the pop-up window. |
Single left-click | Displays a pop-up window with the available Speedmode command for the clicked element.  - To send the selected command, left-click on the command.  - To close the pop-up window, left-click outside the pop-up window. |
Double left-click | Triggers the default Speedmode command for the clicked element. |

**Explanation: Optional Selection of Elements**

You can interact with the Speedmode display by optionally selecting elements, which allows you to select more than one element.

**How to Optionally Select an Element in the Speedmode Display**

- Place the cursor on the element in the display and press **Control + Space**.
  Or:
- Press **Control** and click on the element.

**Video: How to Use Command Page’s Speedmode Feature**

Launch
Working With 3270 Command Page

What Is 3270 Command Page?

3270 Command page is an independent page that is a combination of the existing 4505 Command page and the IBM 3270 terminal.

You can modify a cryptic response and send new requests. Speedmode is not supported for low-cost or rail-only availability displays. See also Working With Speedmode on page 246.

You can switch between 4505 and 3270 Command page. You can also display both 4505 and 3270 Command page at the same time by splitting the screen. See How to Split the Screen on page 244.

Note: The 3270 Command page option is only available if it has been activated. You must have administrator rights to activate 3270 Command page.

How to Switch Between 4505 and 3270 Command Page

Click on the 3270 Command page icon.

Explanation: 3270 Command Page Screen

Each cell on the screen can contain one character and the cells are grouped into different colour-coded fields. You can change the colour scheme using the Command page settings. Refer to How to Change the Command Page Settings on page 244.

The 3270 Command page screen is a mixture of display and interactive fields:

- Display fields cannot be edited.
- Interactive fields can be edited.

Some fields are specifically numeric, which means only a valid numeric entry is allowed (numbers from 0 to 9, '.', and '-').

You can cut or copy from the 3270 Command page and paste to an external location. You can also cut or copy from an external location and paste to the 3270 editable panel.
### What Are the Keyboard Options in 3270 Command Page?

<table>
<thead>
<tr>
<th>Key Type</th>
<th>Keys</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Action</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Up Arrow</td>
<td>Moves the cursor up the panel line by line. If the cursor is on the first line, it will move to the last line.</td>
<td></td>
</tr>
<tr>
<td>Down Arrow</td>
<td>Moves the cursor down the panel line by line. If the cursor is on the last line, it will move to the first line.</td>
<td></td>
</tr>
<tr>
<td>Right arrow</td>
<td>Moves the cursor right cell by cell. If the cursor is on the last cell of the line, it will move to the first cell of the next line.</td>
<td></td>
</tr>
<tr>
<td>Left Arrow</td>
<td>Moves the cursor left cell by cell. If the cursor is on the first cell of the line, it will move to the last cell of the previous line.</td>
<td></td>
</tr>
<tr>
<td>Tab</td>
<td>Moves the cursor to the next editable field when reading left to right and top to bottom.</td>
<td></td>
</tr>
<tr>
<td>Shift + Tab</td>
<td>Moves the cursor to the previous editable field.</td>
<td></td>
</tr>
<tr>
<td>Home</td>
<td>Moves the cursor to the first editable field of the 3270 panel.</td>
<td></td>
</tr>
<tr>
<td>End</td>
<td>Moves the cursor to the last editable field of the 3270 panel.</td>
<td></td>
</tr>
<tr>
<td>Ctrl + Enter</td>
<td>Moves the cursor to the first editable cell of the following line.</td>
<td></td>
</tr>
<tr>
<td>Ctrl + Left Arrow</td>
<td>Moves the cursor to the first character of the previous word.</td>
<td></td>
</tr>
<tr>
<td>Ctrl + Right Arrow</td>
<td>Moves the cursor to the first character of the following word.</td>
<td></td>
</tr>
<tr>
<td>Enter</td>
<td>Submits an action to the 3270 server.</td>
<td></td>
</tr>
<tr>
<td>Pause</td>
<td>Clears an action from the 3270 server.</td>
<td></td>
</tr>
<tr>
<td>Page Up</td>
<td>Sends a program function, PF7, to the 3270 server.</td>
<td></td>
</tr>
<tr>
<td>Page Down</td>
<td>Sends a program function, PF8, to the 3270 server.</td>
<td></td>
</tr>
<tr>
<td>Alt + Right Arrow</td>
<td>In <strong>Normal</strong> mode only, opens the <strong>Command History</strong> pop-up window.</td>
<td></td>
</tr>
<tr>
<td>Alt + Up Arrow</td>
<td>In <strong>Normal</strong> mode only, displays the previous cryptic command in the history if the field is editable.</td>
<td></td>
</tr>
</tbody>
</table>
### Key Type | Keys | Result
--- | --- | ---
Alt + Down Arrow | In Normal mode only, displays the next cryptic command in the history if the field is editable.
Input Value | An input value key will modify the content of the cell where the cursor is located in the 3270 panel only if the associated field is editable.
Delete | Deletes the content at the cursor position.
Backspace | Moves the cursor to the left until the next editable cell and deletes its content.
Ctrl + Z | Cancels a modification in the cell and retrieves the previous content.
Any Latin1 character key | Deletes the editable cells of the selection, places the cursor on the first editable cell, and changes its value to the typed character.
Insert | Switches the cursor between overtype mode and insert mode.
• Overtype mode is the default mode. It overwrites any text that is present in the current cursor location. The cursor is represented by a block in overtype mode.
• Insert mode inserts a character at the current cursor location, and moves all characters after it one position further. The cursor is represented by an underline in insert mode.

**What Are the Mouse Options in 3270 Command Page?**

A single left click of the 3270 Command page icon ![3270 Command page icon](3270.png) switches the page between 4505 and 3270 mode.

A single left click inside the 3270 panel places the cursor on the clicked cell.

You can select multiple cells by holding the left-click button.

**What Are the Different Screen Modes?**

When you modify a response, the request can be interpreted in either Inline Mode or Panel Mode.

**Inline Mode**

Only the fields that have been edited are part of the request, and the response is returned in a completely new context.

For example, you modify a HE response to send an availability request.
The command is interpreted as a completely new request that is unrelated to the existing HE screen.

**Inline Full Screen Mode** is a combination of **Inline Mode** and **Panel Mode**.
Panel Mode

The request is interpreted as part of the existing screen that was modified and so the response is returned in the same context.

For example, you enter the following commands in 3270 Command page:

NMIAVERSA/ANTONIO
ANPARLON/ABA
SS1Y1
AP
FPCASH
TKOK
RTFTEST
ER
FXP
ER
TQT

All commands are sent in Inline Mode, which means each command is executed in its own context.

However, the TQT response is a separate screen. Therefore, the page switches to Panel Mode.
If you send an availability request from within the TQT response, it is interpreted as a simple update of the TQT response.

Therefore, the response is returned within the TQT screen.

To send any more commands, you must exit the TQT screen.

*Example: Screen Format for Panel Mode*

How to Display 3270 Command Page History

Use the scrollbar to see the previous command requests.

All fields previously modified in a response are highlighted in red.

What Is the User Key Buffer?

The 3270 Command page is not available while a request is being processed. The page only becomes available again after the response is displayed.
The user key buffer allows you to keep working while a request is being processed. All keyboard strokes that are typed during the processing of a request are stored in the buffer.

When the response is displayed, all stored keyboard strokes are then executed in chronological order.

All keys stored in the buffer are displayed under the last panel on the 3270 Command page.

### How are Input Keys Represented in the User Key Buffer?

<table>
<thead>
<tr>
<th>Input Key</th>
<th>Buffer Representation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up Arrow</td>
<td>↑</td>
</tr>
<tr>
<td>Down Arrow</td>
<td>↓</td>
</tr>
<tr>
<td>Left Arrow</td>
<td>←</td>
</tr>
<tr>
<td>Right Arrow</td>
<td>→</td>
</tr>
<tr>
<td>Tab</td>
<td>Tab</td>
</tr>
<tr>
<td>Shift + Tab</td>
<td>BackTab</td>
</tr>
<tr>
<td>Home</td>
<td>Home</td>
</tr>
<tr>
<td>End</td>
<td>End</td>
</tr>
<tr>
<td>Ctrl + Enter</td>
<td>NxtLn</td>
</tr>
<tr>
<td>Ctrl + Left Arrow</td>
<td>PrevWord</td>
</tr>
<tr>
<td>Ctrl + Right Arrow</td>
<td>NextWord</td>
</tr>
<tr>
<td>Enter</td>
<td>Send</td>
</tr>
<tr>
<td>Pause</td>
<td>Pause</td>
</tr>
<tr>
<td>F# Keys</td>
<td>PF#</td>
</tr>
<tr>
<td>Shift + F# Keys</td>
<td>PF#</td>
</tr>
<tr>
<td>Ctrl + F# Keys</td>
<td>PA#</td>
</tr>
<tr>
<td>Page Up</td>
<td>PgUp</td>
</tr>
<tr>
<td>Page Down</td>
<td>PgDown</td>
</tr>
<tr>
<td>Delete</td>
<td>Del</td>
</tr>
<tr>
<td>Backspace</td>
<td>BckSpc</td>
</tr>
<tr>
<td>Ctrl + Z</td>
<td>Clear</td>
</tr>
<tr>
<td>Insert</td>
<td>Insert</td>
</tr>
</tbody>
</table>

### Using the You Select Feature

#### What Is the You Select Feature?

The **You Select** feature allows you to select text in the Command page and send it as a cryptic command. It is:

- Available for both 4505 and 3270 Command page.
• Available on the Speedmode display. However, the Speedmode interaction related to the highlighted elements has priority over the You Select feature.

• Available for previous commands that were sent, which you can access by using the scrollbar.

• Useful for help screens that involve numerous follow-up entries.

What Are the Ways of Using the You Select Feature?

<table>
<thead>
<tr>
<th>Action</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Double-click on a piece of text.</td>
<td>Sends the text as a cryptic command. For example, if you double-click on a page reference, it displays the page.</td>
</tr>
<tr>
<td>Press Ctrl+Shift+S on a piece of text selected using the mouse.</td>
<td>Sends the selected text as a cryptic command.</td>
</tr>
<tr>
<td>Ctrl+Shift+C on a piece of text selected using the mouse.</td>
<td>Writes the selected text in the input line.</td>
</tr>
</tbody>
</table>

Note: Any You Select interaction will not remove the text already added to the command prompt but will append the selected text to the input. In 3270 Command page, the text will be added starting from the position of the cursor (prior to the double click).

Example: You Select in Help Pages

If you double-click on HA in the example below, You Select sends the command HE HA.

You can also select HE HA and press Ctrl+Shift+S to achieve the same result.

<table>
<thead>
<tr>
<th>&gt; hep</th>
</tr>
</thead>
<tbody>
<tr>
<td>ENPSP DAP CAT:HEL SUB:IND PGE:INT</td>
</tr>
<tr>
<td>INTRODUCTION TO HELP EN 9SEP08 12182</td>
</tr>
<tr>
<td>1 2 THESE ARE THE WAYS YOU CAN FIND THE HELP YOU NEED:</td>
</tr>
<tr>
<td>3 4 TYPE OF HELP ENTRY EXAMPLE</td>
</tr>
<tr>
<td>5 ____________________________ ____________________________</td>
</tr>
<tr>
<td>6 SPECIFIC SUBJECT HE(SUBJECT NAME) HE HOTELS</td>
</tr>
<tr>
<td>7 8 SPECIFIC TRANSACTION HE(TRANSACTION CODE) HE HA</td>
</tr>
<tr>
<td>9 10 HELP ON YOUR LAST ENTRY HE/</td>
</tr>
<tr>
<td>11 12 WHAT'S NEW IN HELP HE UPDATES</td>
</tr>
</tbody>
</table>
Using Command History

How to Display Command History

In the Command page of a Booking File, press Alt+right-arrow or click on the Command History icon to display the previously entered commands.

There is no limit to the number of commands that you can display using the command history.

Note: If the selected commands have not been run, the Command History pop-up window is empty and all buttons are unavailable.

How to Run a Command From Command History

In the Command History pop-up window, select the command that you want to run and click on Send or press Enter.

You can also double-click on the command.

What Are the Navigation Options in Command History?

<table>
<thead>
<tr>
<th>Action</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up-arrow</td>
<td>Navigate up and down the command list.</td>
</tr>
<tr>
<td>Down-arrow</td>
<td></td>
</tr>
<tr>
<td>Shift+mouse click</td>
<td>Select multiple commands sequentially.</td>
</tr>
<tr>
<td>Shift+up-arrow</td>
<td></td>
</tr>
<tr>
<td>Shift+down-arrow</td>
<td></td>
</tr>
<tr>
<td>Ctrl+mouse click</td>
<td>Select multiple commands non-sequentially</td>
</tr>
<tr>
<td>Ctrl+up-arrow+space bar</td>
<td></td>
</tr>
<tr>
<td>Ctrl+down-arrow+space bar</td>
<td></td>
</tr>
<tr>
<td>Enter</td>
<td>Run a command in standard display mode or edit mode.</td>
</tr>
<tr>
<td>Ctrl+Space</td>
<td>Select or deselect a command.</td>
</tr>
<tr>
<td>Shift+Space</td>
<td>Select a command and deselect all previous selections.</td>
</tr>
<tr>
<td>Single left click</td>
<td></td>
</tr>
<tr>
<td>Ctrl+left click</td>
<td>Select or deselect a command and keep all previous selections.</td>
</tr>
<tr>
<td>Shift+left click</td>
<td>Select a list of commands based on the last command focus.</td>
</tr>
<tr>
<td>Shift+Enter</td>
<td>Add a new line to a selected command when command history is in edit mode (the right column of the Command History pop-up window for editing selected commands).</td>
</tr>
<tr>
<td>Ctrl+Enter</td>
<td>Add a new line to insert a new command when command history is in edit mode (the right column of the Command History pop-up window for editing selected commands).</td>
</tr>
<tr>
<td>Tab</td>
<td>Move the focus of selection in the Command History pop-up window.</td>
</tr>
</tbody>
</table>
How to Create a Smart Flow Using Command History

1. Display command history. Refer to How to Display Command History on page 297.
2. Select the commands in the Command History pop-up window that you want to use in the Smart Flow.
3. If you want to edit the commands before creating the Smart Flow, click on Edit and update as required. See also How to Edit Command History on page 298.
4. Click on Create Smart Flow.

The application automatically switches to the Smart Flow Editor. The selected commands are pasted from the Command History pop-up window to the Smart Flow Editor, where you can edit, save, or add questions to the commands. For more information, see How to Create a Question on page 304.

How to Remove All Commands in Command History

1. Display command history. See How to Display Command History on page 297.
2. Click on Clear all entries in the Command History pop-up window.

How to Edit Command History

1. Display command history. See How to Display Command History on page 297.
2. Click on Edit in the Command History pop-up window.

The window splits into two columns: a left column that displays the previously run commands in the command history, and a right column to edit the chosen commands.
3. Select a command in the left history column and click on Add to move the command to the editing column.
See also *What Are the Navigation Options in Command History?* on page 297.

4. Edit the selected command as required.
   - To run the edited commands, click on **Send** or press **Enter**.
   - To copy and paste the edited commands to the Command page, select the commands and click on **Copy**.
   - To create a smart flow from the edited commands, click on **Create Smart Flow**. See also *How to Create a Smart Flow Using Command History* on page 298.
   - To remove a command from the editing column, select the command and click on **Remove** or click on **Remove All** to remove all commands.

5. To return to the standard display mode, click on **Standard Mode**.

6. To close the **Command History** pop-up window, click on **Close** or press **Esc**.

**Image: Editing Command History**

**How to Exit Command History**

Click on the **Close** button in the **Command History** pop-up window or press **Esc**.
Managing Service Recommendations

What Are Service Recommendations?

Service recommendations are tailored proposals for services, such as car rental, transfers, hotel, insurance, or baggage that are displayed in Command page or the Booking File when the relevant site parameter is enabled.

Initially, the graphical recommendations appear in a preview panel at the bottom of the page to ensure they do not interfere with any ongoing tasks.

If you want to see details of a proposal, you can then expand the proposal window where you can proceed to select and book it.

Example: Expanded Recommendations View

What Service Recommendations Are Available?

- Insurance
- Cars
- Hotels
- Transfers
- Baggage and seats

What Triggers the Recommendations Process in Command Page?

- Retrieve an eligible Booking File in Command page.
- Show an eligible Booking File from Command page.
- ER, EF, ERK commands.

How to Expand or Collapse Recommendations

- To minimise or maximise the teaser view of the recommendations panel, click on the minimise icon or the maximise icon.

- To expand a recommendation, click on the Expand icon in the Recommendations panel.

Alternatively, click on the tab for the recommendation.
• To collapse a recommendation, click on the **Collapse** icon in the **Recommendations** panel.

Alternatively, click anywhere on the Command page.

**How to Navigate Recommendations**

If there are too many recommendations to fit on the screen, click on the **Left** and **Right** arrows each side of the **Recommendations** panel to navigate the recommendations.

**How to Book a Hotel Recommendation**

1. Expand the **Recommendations** panel.

   Each hotel recommendation includes a guest rating based on sentiment analysis.

2. To view the details of a recommendation, click on the **Details** button of a hotel recommendation.

   - If there is more than one passenger, you are prompted to select the number of rooms and their respective occupancy.
   - Depending on your site parameter settings, either the graphic Hotel module or the Command page opens on the details page for the hotel. From here, you can review full details of the recommendation and complete the booking.

3. To view more hotel options, click on **More Hotels**.

   - If there is more than one passenger, you are prompted to select the number of rooms and their respective occupancy.
   - Depending on your site parameter settings, either the graphic Hotel module or the Command page opens on the availability page. From here, you can continue to check for availability and complete a booking.

**How to Book a Car Recommendation**

Expand the **Recommendations** panel and click on the **Select** button of a car recommendation.

• For GDS recommendations (and depending on your site settings), either:
  
  a) The graphic Car module opens with the selected recommendation displayed, in addition to alternatives for the same date and destination from the same provider. From here, you can complete the booking.

     Or:

  b) The cryptic command to book the selected car is triggered in the Command page, in addition to alternatives for the same date and destination from the same provider. From here, you can complete the booking.

• For non-GDS recommendations, the car provider website opens where you can complete the booking.
How to Book an Insurance Recommendation

Expand the Recommendations panel and click on the Book button of an insurance recommendation.

This triggers the cryptic command to book the selected recommendation in the Command page.

How to Book a Transfer Recommendation

1. Expand the Recommendations panel.

2. To access the Transfers module and book a recommendation, click on the Details button of a transfer recommendation.

   **Note:** Smart Content must be enabled and configured correctly for the Details button to display the Transfers module.

   **Note:** In the Transfers module, the location is not completed automatically.

How to Book a Baggage or Seat Recommendation

1. Expand the Recommendations panel.

2. Click on Add Bags & Seats to see the baggage and seat recommendations.

   - Click on the Details button for baggage to open the Seats and Services Catalogue in the Baggage section.

   - Click on the Details button for seats to open the Seats and Services Catalogue in the Seat Map section. A seat option only appears when a seat map is available and when the booking does not already contain a seat reservation.

3. Complete the request in the Seats and Services Catalogue.
Chapter
Integrated Partners and Smart Content

What Are Integrated Partners and Smart Content?

Integrated Partners and Smart Content are booking tools that allow you to access global, regional, or local non-GDS travel products for ground transportation, events, and entertainment from within a booking flow.

These products can be booked through the external provider’s booking tool that is integrated in Selling Platform Connect. The newly booked segment is automatically added to the itinerary.

How to Access and Exit Integrated Partners and Smart Content

1. Click on the Down arrow on the New Booking File button in the main toolbar.

2. Select the required booking option from the drop-down list.

3. To return to the Booking File, click on Show Booking File in the Go To panel.
Queues

Getting Started With Queues

What Is a Queue?

A queue is a holding area for Booking Files or messages that require further action at a later date or time. It is identified by a number from 1 to 99. Each queue can be divided into categories, which are numbered from 0 to 254. Some queues may also be further divided into four date ranges.

Some queue numbers are predetermined by Amadeus because of industry standards. Booking Files and messages are automatically placed in these predetermined queues by airlines, hotel companies, car companies, other providers and Amadeus.

Every office has its own queue bank. Travel agencies are automatically provided with 16 predefined queues and airline offices with 19 queues.

You can create additional queues where you can manually place Booking Files and messages that require follow-up. You can also select one category to be associated to your Amadeus sign, so that any Booking Files or messages you create will be placed in the appropriate queue in your assigned category.

What Is a Queue List?

A queue list displays all queues corresponding to the travel agent's office ID and contains some or all of the following details:

- Queue number
- Flight number
- Record locator
- PTA/TKT/INS
- Auxiliary
- Office ID
- Message
- General
How to Access the Queues Module

On the **Main** page, click on the **Queues** menu to expand it.

How to Display a Queue List

On the **Queue** page, enter the queue number and click on the **Display Queue List** button.

How to Display a Queue Message

On the **Queue** page, enter a queue message number in the **Queue** field and click on **Start Queue**.
How to Start a Queue

1. On the Queue page, enter the queue number in the Queue field.
   
   **Note:** The Category and Date Range fields are optional and all fields in yellow must be completed.

2. Click on Start Queue.

Working With Queues and the Booking File

How to Place a Booking File in a Queue

1. On the Booking File page, click on Place on Queue in the Booking File Information panel.

2. Add the queue number and category or the category nickname.

3. Add the date and hour or the date range.

4. Click on OK.

   ![Place PNR on Queue](image)

   **Note:** If the date range is not specified, the Booking File is placed on the queue immediately.

How to Delay a Booking File in a Queue

**Note:** A Booking File can only be delayed from within an open Booking File.


2. Fill in the date and time in the Delay Until fields.

3. Select a reason from the Reason drop-down list.

4. Click on Delay and Open next PNR, or Delay and Exit Queue.
How to End a Transaction in a Queue

1. On the Booking File page, click on Save and Confirm (ER).
2. To save changes, select a Save option in the Save Changes panel and enter the caller's details.
   Alternatively, select an option from the Other Actions panel.
3. Click on OK.

Working With Queues in Cryptic Mode

What Is Speedmode?

Speedmode is a functionality that allows you to access a list of predefined shortcut commands based on the last cryptic response that was displayed. If the classic (4505) Command page display contains rail or low-cost segments, Speedmode can be used with these.

You highlight and select items on the display and send the command requests using either the mouse or a keyboard action.

Which Queue Commands Trigger Speedmode?

QT and commands starting with QC (for example, QC1C0 and QC1CE).

Which Queue Commands are Supported in Speedmode?

<table>
<thead>
<tr>
<th>Command</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>QC</td>
<td>Display all queue counters.</td>
</tr>
<tr>
<td>QS</td>
<td>Start queue.</td>
</tr>
</tbody>
</table>
How to Optionally Select an Element in the Speedmode Display

- Place the cursor on the element in the display and press **Control + Space**.
  
  Or:

- Press **Control** and click on the element.

How to Display a Queue Count

**Note:** The queue count functionality is only available using cryptic entries. See HE QUEUES in cryptic mode for more information on cryptic entries for queues.

1. On the **Booking File** page, click on the **Cryptic Mode** button in the side panel.

2. Enter the required queue count command. For example, enter QT to display total workload.
How to Display a Queue Planner

**Note:** The queue planner functionality is only available using cryptic entries. See HE QUEUES in cryptic mode for more information on cryptic entries for queues.

1. On the Booking File page, click on the Cryptic Mode button in the side panel.

2. Enter the required queue planner command. For example, enter QCT to display the summary planner for time-deferred PNRs.

```
> QCT

<table>
<thead>
<tr>
<th>PNR/TTM</th>
<th>QUEUE COUNT</th>
<th>TIME</th>
<th>DEFERRED</th>
</tr>
</thead>
<tbody>
<tr>
<td>NCE1A0955</td>
<td>00......0</td>
<td>06....0</td>
<td>12.......0</td>
</tr>
<tr>
<td>01......0</td>
<td>07....0</td>
<td>13....0</td>
<td>19.......0</td>
</tr>
<tr>
<td>02......0</td>
<td>08....0</td>
<td>14....0</td>
<td>20.......0</td>
</tr>
<tr>
<td>03......0</td>
<td>09....0</td>
<td>15....0</td>
<td>21.......0</td>
</tr>
<tr>
<td>04......2</td>
<td>10....0</td>
<td>16....0</td>
<td>22.......0</td>
</tr>
<tr>
<td>05......0</td>
<td>11....0</td>
<td>17....0</td>
<td>23.......0</td>
</tr>
</tbody>
</table>
```

How to Access Queue Administration

**Note:** The queue administration functionality is only available using cryptic entries. See HE QUEUES in cryptic mode for more information on cryptic entries for queues.

1. On the Booking File page, click on the Cryptic Mode button in the side panel.

2. Enter the required queue administration command. For example, enter QA40C2 to add a special queue with two categories.
Chapter 14
Productivity Suite

Getting Started With Productivity Suite

What Is Productivity Suite?
Productivity Suite is a suite of tools that increases the quality of the Booking File (or PNR in cryptic mode) by streamlining the overall booking flow. Each tool can be activated or deactivated individually, which means each agency can choose only the tools it requires.

Video: What Is Productivity Suite?
Launch

How to Access Productivity Suite
On the Main page of Selling Platform Connect, expand the Tools menu.

What User Roles are Available in Productivity Suite?

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
</table>
| User    | This role is assigned by default to any agent who requires access to Selling Platform Connect. Any user can perform the following actions with Productivity Suite tools:  
  • Run Smart Flows.  
  • Create and manage personal Smart Flows. |
### Role Description

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
</table>
| Office Administrator| This role is assigned specifically to an office administrator. An office administrator can perform the following actions with Productivity Suite tools:  
  • Create and manage File Finishing rules.  
  • Create and manage personal and office Smart Flows.  
  • Create and manage Smart Triggers.  
  • Create and manage Quality Monitor rules.  
  • Share or stop sharing items.  
  An office administrator can be granted the rights to manage all the Productivity Suite tools or to manage individual tools only. |

**Explanation: Main List Page**

The **Main List** page is the default page for Productivity Suite tools. It displays all the items that have been created at user or office level.

**Note:** For each item, the **Created in** column shows the office in which the item was created. Items can be shared with other offices. For more information, see *Sharing Items in Productivity Suite* on page 275.

You can sort the columns in the list by clicking on the title bars.

The action buttons at the bottom of the list allow you to manage items, depending on the tool you are using.

#### Example: Main List Page for Smart Flows

![Main List Page for Smart Flows](image)

**Note:** If you are an office administrator, the **Switch to Sharing View** link also appears at the bottom of the list of office-level items.
How Is Credit Card Information Stored in Productivity Suite?
Credit card information is stored in a non-encrypted format. Therefore, you should not add credit card numbers to any content in Productivity Suite.

Some Smart Flows accept input during run time. If the required input is a credit card number, this information is sent to the central system and encrypted immediately.

However, you should not store any credit card number as source code of the Smart Flow because this is not encrypted.

Sharing Items in Productivity Suite

What Is Sharing?
Sharing allows Productivity Suite items to be shared between offices.

What Are the Prerequisites for Sharing?
You must be the office administrator for all the offices that want to share an item.

Which Items Can be Shared?
You can share office-level File Finishing rules, Quality Monitor rules, Smart Flows and Smart Triggers.

Sharing Restrictions
- An item can only be shared and edited from the office in which it was created.
- After it is shared, an item cannot be renamed.

Activating and Deactivating Shared Items
If applicable, you can activate and deactivate a shared item in an individual office without affecting its status (active or deactivated) in the other offices.

Deleting Shared Items
- You can only delete a shared item from the office where it was created.
  Note: If a sharing office does not want to use the shared item, it can be deactivated or hidden in that office.
- When a shared item is deleted, it is deleted in all the offices that share it.

How to View the Sharing Status of an Item
1. In the Main List page, click on Switch to Sharing View.
   For each item in the list:
   - The Created in column shows the office in which the item was created.
   - The Shared with column shows the office with which the item is currently shared or the number of sharing offices, when there is more than one.
2. Click on Back to Managing View to return to the Main List page.
How to Share or Stop Sharing an Item

1. Select the item that you want to share on the Main List page.
   You must have created the item that you want to share or stop sharing.
2. Click on Switch to Sharing View.
3. Select or clear the offices that you want to share or stop sharing the item with.
   **Note:** These are all the offices to which you currently have login access.
4. To filter the list of offices displayed, use the Filter field.
5. To confirm your selection, click on Save Changes.
6. Click on Back to Managing View to return to the Main List page.

File Finishing

Getting Started With File Finishing

**What Is File Finishing?**

The File Finishing tool in Productivity Suite allows an office administrator to build business rules that add missing elements to a Booking File.

When File Finishing rules are executed, the relevant mid- and back-office information is added to the Booking File without any action from the user.
When Are File Finishing Rules Executed?

File Finishing rules are executed when a user enters one of the following in the Command page or its graphical equivalent in the Booking File:

- ET
- ER
- ERK
- ETK

The user will then see the results of the File Finishing rules in the Command page or Booking File.

**Note:** If the Intelligent rule sending feature for File Finishing is activated, and a Booking File is saved multiple times, File Finishing only executes the matching rules once. If Intelligent rule sending is not activated, File Finishing executes all the matching rules every time the Booking File is saved.

File Finishing and Automated Queueing

Because File Finishing rules typically run before the Booking File is saved to the PNR in the Amadeus reservation system, File Finishing for automated queueing is not supported.

What Are the Prerequisites for Managing File Finishing Rules?

The optional Productivity Suite module must be activated by a site parameter before you can access the tool to manage File Finishing rules.

How to Access File Finishing Rules Management

On the Tools menu of Selling Platform Connect, expand Productivity Suite and click on File Finishing.
Managing File Finishing Rules

What Is the Rule Logic of File Finishing?

The *if;then* logic of File Finishing allows you to build relevant rules in a graphical way.

A rule consists of conditional tests and associated actions. When conditions are verified in a Booking File (or PNR in cryptic mode) at the end of transaction stage, all listed commands are executed. The results are reflected graphically in the relevant areas in addition to the Command page.

Rules can contain a maximum of two conditions, linked by the operators **AND** or **OR**, and a maximum of three lines of commands.
What Are the Elements of a File Finishing Rule?

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Condition</strong></td>
<td></td>
</tr>
<tr>
<td><strong>If</strong></td>
<td>You can select shortcuts from the drop-down list or enter them manually. Each shortcut is a name that corresponds to a variable in the Booking File. For example, <em>Traveller's email address</em> is the email address entered in the Booking File. For more information, see Reference: Variables Used in File Finishing Rules below.</td>
</tr>
<tr>
<td><strong>Operator</strong></td>
<td>The operator is used to compare the shortcut to a variable or another shortcut. Examples include: • EQUALS • LESS THAN • GREATER THAN • NOT EQUALS • CONTAINS</td>
</tr>
<tr>
<td><strong>Variable</strong></td>
<td>The variable can be entered as free-flow text or selected from the predefined Variable drop-down list.</td>
</tr>
<tr>
<td><strong>Action</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Command</strong></td>
<td>Commands are executed at the end of transaction stage. A minimum of one command is required for a rule and you can enter up to three command lines. You can enter more than one command in the same line by separating them with a semicolon (;). For commands that do not work with a semicolon, you must use the Add Command link to add multiple command lines. If there is more than one command line, the sequential numbering of each command line indicates the sequence in which the commands are executed. You can use predefined shortcuts when entering commands. You can display the list of shortcuts by typing &lt; in the Command field.</td>
</tr>
</tbody>
</table>

Reference: Variables Used in File Finishing Rules

<table>
<thead>
<tr>
<th>Shortcut Name</th>
<th>Variable Description</th>
<th>Variable Type</th>
<th>Category in GUI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting client reference</td>
<td>The accounting client reference added to the PNR.</td>
<td>STRING</td>
<td>MID_BACK_OFFICE</td>
</tr>
<tr>
<td>Accounting company number</td>
<td>The accounting company name added to the PNR.</td>
<td>STRING</td>
<td>MID_BACK_OFFICE</td>
</tr>
<tr>
<td>Accounting cost center</td>
<td>The accounting cost centre added to the PNR.</td>
<td>STRING</td>
<td>MID_BACK_OFFICE</td>
</tr>
<tr>
<td>Accounting number</td>
<td>The accounting number added to the PNR.</td>
<td>STRING</td>
<td>MID_BACK_OFFICE</td>
</tr>
<tr>
<td>Accounting tax details</td>
<td>The accounting tax details added to the PNR.</td>
<td>STRING</td>
<td>MID_BACK_OFFICE</td>
</tr>
<tr>
<td>Shortcut Name</td>
<td>Variable Description</td>
<td>Variable Type</td>
<td>Category in GUI</td>
</tr>
<tr>
<td>------------------------------------------</td>
<td>--------------------------------------------------------------------------------------</td>
<td>---------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>Air booking split ticket</td>
<td>True or false depending on whether the PNR contains multiple TSTs.</td>
<td>BOOLEAN</td>
<td>AIR</td>
</tr>
<tr>
<td>Air payment credit card number</td>
<td>The number of the credit card used to pay for the air booking.</td>
<td>STRING</td>
<td>AIR</td>
</tr>
<tr>
<td>Air payment credit card type</td>
<td>The company code of the credit card used to pay for the air booking.</td>
<td>STRING</td>
<td>AIR</td>
</tr>
<tr>
<td>Air price quoted to user</td>
<td>The price of the air booking that was quoted to the user.</td>
<td>STRING</td>
<td>AIR</td>
</tr>
<tr>
<td>Air trip is international</td>
<td>True or false depending on whether the air booking is international or not.</td>
<td>BOOLEAN</td>
<td>AIR</td>
</tr>
<tr>
<td>Airports in the itinerary</td>
<td>The codes of all the airports included in the trip.</td>
<td>STRING</td>
<td>AIR</td>
</tr>
<tr>
<td>Destination country code</td>
<td>The code of the destination country where the maximum amount of time is spent.</td>
<td>STRING</td>
<td>AIR</td>
</tr>
<tr>
<td>Fare basis list</td>
<td>The fare basis codes for all of the air bookings.</td>
<td>STRING</td>
<td>AIR</td>
</tr>
<tr>
<td>Final destination airport code</td>
<td>The airport code of the trip destination.</td>
<td>IATA</td>
<td>AIR</td>
</tr>
<tr>
<td>Final destination city code</td>
<td>The city code of the trip destination.</td>
<td>IATA</td>
<td>AIR</td>
</tr>
<tr>
<td>First airline in the reservation</td>
<td>The code of the first airline included in the trip.</td>
<td>STRING</td>
<td>AIR</td>
</tr>
<tr>
<td>First fare basis</td>
<td>The fare basis code of the first air booking in the trip.</td>
<td>STRING</td>
<td>AIR</td>
</tr>
<tr>
<td>List of car air conditioning codes</td>
<td>The air conditioning codes of all car bookings in the trip.</td>
<td>LIST_STRING</td>
<td>CAR</td>
</tr>
<tr>
<td>List of car city IATA codes</td>
<td>The codes of all the cities where cars are booked in the trip.</td>
<td>LIST_IATA</td>
<td>CAR</td>
</tr>
<tr>
<td>List of car classes</td>
<td>The car class codes of all car bookings in the trip.</td>
<td>LIST_STRING</td>
<td>CAR</td>
</tr>
<tr>
<td>List of car company codes</td>
<td>The company codes of all car bookings in the trip.</td>
<td>LIST_STRING</td>
<td>CAR</td>
</tr>
<tr>
<td>List of car estimated total prices</td>
<td>The estimated total prices of all car bookings in the trip.</td>
<td>LIST_STRING</td>
<td>CAR</td>
</tr>
<tr>
<td>List of car rate codes</td>
<td>The rate codes of all car bookings in the trip.</td>
<td>LIST_STRING</td>
<td>CAR</td>
</tr>
<tr>
<td>List of car rate plans (dy, wy, etc.)</td>
<td>The rate plans of all car bookings in the trip.</td>
<td>LIST_STRING</td>
<td>CAR</td>
</tr>
<tr>
<td>List of car rates in local currency</td>
<td>The car rates in the local currency for all car bookings in the trip.</td>
<td>LIST_STRING</td>
<td>CAR</td>
</tr>
<tr>
<td>List of car status codes</td>
<td>The status codes of all car bookings in the trip.</td>
<td>LIST_STRING</td>
<td>CAR</td>
</tr>
<tr>
<td>Shortcut Name</td>
<td>Variable Description</td>
<td>Variable Type</td>
<td>Category in GUI</td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>--------------------------------------------------------------------------------------</td>
<td>-----------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>List of car transmissions</td>
<td>The transmission type codes of all car bookings in the trip.</td>
<td>LIST_STRING</td>
<td>CAR</td>
</tr>
<tr>
<td>List of car type codes</td>
<td>The car type codes of all car bookings in the trip.</td>
<td>LIST_STRING</td>
<td>CAR</td>
</tr>
<tr>
<td>List of carrier codes</td>
<td>The codes of all the airlines included in the trip.</td>
<td>LIST_STRING</td>
<td>AIR</td>
</tr>
<tr>
<td>List of confidential remarks</td>
<td>All of the confidential remarks (RC) entered in the PNR.</td>
<td>LIST_STRING</td>
<td>REMARKS</td>
</tr>
<tr>
<td>List of general remarks</td>
<td>All of the general remarks (RM) entered in the booking.</td>
<td>LIST_STRING</td>
<td>REMARKS</td>
</tr>
<tr>
<td>List of hotel city IATA codes</td>
<td>The city codes of all the hotels booked in the trip.</td>
<td>LIST_IATA</td>
<td>HOTEL</td>
</tr>
<tr>
<td>List of hotel location IATA codes</td>
<td>The location codes of all the hotels booked in the trip.</td>
<td>LIST_STRING</td>
<td>HOTEL</td>
</tr>
<tr>
<td>List of hotel names</td>
<td>All of the hotel names included in the trip.</td>
<td>LIST_STRING</td>
<td>HOTEL</td>
</tr>
<tr>
<td>List of hotel rate codes</td>
<td>The rate codes of all the hotel bookings in the trip.</td>
<td>LIST_STRING</td>
<td>HOTEL</td>
</tr>
<tr>
<td>List of hotel rates in local currency</td>
<td>All of the hotel room rates in the trip, in local currency.</td>
<td>LIST_STRING</td>
<td>HOTEL</td>
</tr>
<tr>
<td>List of invoice and itinerary remarks</td>
<td>All the invoice and itinerary remarks (RI) entered in the PNR.</td>
<td>LIST_STRING</td>
<td>REMARKS</td>
</tr>
<tr>
<td>List of other service information</td>
<td>All of the other service information included in the air bookings.</td>
<td>LIST_STRING</td>
<td>AIR</td>
</tr>
<tr>
<td>Number of air segments</td>
<td>The number of air segments in the trip.</td>
<td>INTEGER</td>
<td>AIR</td>
</tr>
<tr>
<td>Number of car products</td>
<td>The number of car products included in the trip.</td>
<td>INTEGER</td>
<td>CAR</td>
</tr>
<tr>
<td>Number of hotel products</td>
<td>The number of hotel products included in the trip.</td>
<td>INTEGER</td>
<td>HOTEL</td>
</tr>
<tr>
<td>Origin country code</td>
<td>The country code of the trip origin.</td>
<td>STRING</td>
<td>AIR</td>
</tr>
<tr>
<td>Originating airport code for trip</td>
<td>The airport code of the starting point of the trip.</td>
<td>IATA</td>
<td>AIR</td>
</tr>
<tr>
<td>Originating city code for trip</td>
<td>The city code of the starting point of the trip.</td>
<td>IATA</td>
<td>AIR</td>
</tr>
<tr>
<td>TSA Applicable</td>
<td>True or false depending on whether the PNR contains an air segment to which the Transportation Security Administration (TSA) check applies.</td>
<td>BOOLEAN</td>
<td>AIR</td>
</tr>
<tr>
<td>Tour code</td>
<td>The tour code, as entered using the FT command.</td>
<td>STRING</td>
<td>AIR</td>
</tr>
</tbody>
</table>
### How to Create a File Finishing Rule

1. In the **File Finishing Rules** list, click on **New**.
   
   The **File Finishing Editor** opens and allows you to complete the required fields for the rule.

2. Enter a name and first command as a minimum. The name of the rule must be unique.
   
   For details about adding conditions to a rule, refer to **Why Add Conditions to a File Finishing Rule?** below and **How to Add Conditions to a File Finishing Rule** on page 283.

3. To execute the rule when a Booking File (or PNR in cryptic mode) is saved, select the **Activate This File Finishing Rule** check box.

4. When complete, click on **Save**.

   ![File Finishing Editor - Office Rule](image)

   The new rule is added to the **File Finishing Rules** list. By default, the rule is saved with a deactivated status.

### Why Add Conditions to a File Finishing Rule?

You add a condition to a rule to enable the execution of what is in the action field under limited conditions (for example, if only a certain airline is found in the
Booking File/PNR). A condition is unique, and the data it is compared to can be either free text or a shortcut.

You can add a second condition to a rule. The second condition is linked to the first condition by an AND or OR operator.

You can build rules without any conditions if you want to add an element to every Booking File that is processed.

How to Add Conditions to a File Finishing Rule

1. With the rule open in the File Finishing Editor, and ensuring that the rule has a name and command, enter a variable, operator and value for the condition.
2. To add a second condition, select either AND or OR in the Add Condition drop-down list.
3. Enter a variable, operator and value for the second condition.
4. Click on Save.

Note: If a cryptic command is used to add credit card information to a rule, this information is not encrypted. Therefore, you should not add credit card information directly to a File Finishing rule.

How to Create a New File Finishing Rule from an Existing Rule

1. In the File Finishing Rules list, select the rule that you want to copy and click on Copy to New.
   The new rule opens in the File Finishing Editor. The name field contains the string "Copy of <name of the selected rule>" and the other fields are prefilled with data from the existing rule.
2. Edit the rule as required.
3. Click on Save.
4. To return to the File Finishing Rules list, click on Close.

How to Open a File Finishing Rule

1. In the File Finishing Rules list, select the rule that you want to open.
2. Click on Open.
   Alternatively, double-click on the rule.
How to Edit a File Finishing Rule

**Note:** To edit a rule, you must be logged into the same office that created it.

1. Open the rule you want to edit.
   
   See *How to Open a File Finishing Rule* on page 283.
2. Update the rule as required and click on **Save**.

**Note:** If you are deleting commands from a rule, at least one command must be present.

How to Activate a File Finishing Rule

1. Select the non-active rule in the **File Finishing Rules** list.
2. Click on **Activate**.

   The activated rule is then applied to a Booking File at the end of transaction stage.

**Note:** You can also activate a rule in the **File Finishing Editor** by selecting the **Activate This File Finishing Rule** check box.

How to Deactivate a File Finishing Rule

1. Select the active rule in the **File Finishing Rules** list.
2. Click on **Deactivate**.

   The deactivated rule is greyed out in the **File Finishing Rules** list and ignored at the end of transaction stage.

**Note:** You can also deactivate a rule in the **File Finishing Editor** by clearing the **Activate This File Finishing Rule** check box.

How to Delete a File Finishing Rule

1. Select the rule in the **File Finishing Rules** list.
2. Click on **Delete**.
3. In the **Delete Rule** pop-up window, click on **Delete**.

**Note:** If you delete a shared rule, it is deleted from all offices that it was shared with.

Video: How to Create a File Finishing Rule

[Launch](#)
Smart Flows

Getting Started With Smart Flows

What Is the Smart Flows Tool?

The Smart Flows tool in Selling Platform Connect allows a user or office administrator to build and launch predefined, customisable workflows.

Smart Flows are triggered on request to help users complete repetitive booking and fulfilment tasks.

You can create Smart Flows at the following levels:

- **Personal**
  The Smart Flow is only available to the user who creates it. Any user can create and edit a personal Smart Flow.

- **Office**
  The Smart Flow can be made available to other users in the same office. You must have the office administrator role to create, share and edit an office Smart Flow.

What Are the Two Types of Editor in Smart Flows?

**Smart Flow Editor**

The **Smart Flow Editor** is available to users and office administrators.

It allows you to enter cryptic commands and easily add questions and variables to these commands.

**Advanced Language Editor**

The **Advanced Language Editor** is only available to office administrators.

It allows you to create a Smart Flow using a specific language defined for Smart Flows. For more information, see What Is the Smart Flow Advanced Language? on page 286.

You can also test a Smart Flow directly from the **Advanced Language Editor** before saving it. See How to Test a Smart Flow on page 297.

When Is it Possible to Switch Between Editors?

You can only switch between editors if you are an office administrator.

When you first create a new Smart Flow that has not yet been saved, you can switch from the **Smart Flow Editor** to the **Advanced Language Editor** by clicking on the **Advanced Language Editor** link. Provided you have not saved any changes in the **Advanced Language Editor**, you can undo the switch and return to the **Smart Flow Editor** by clicking on Undo Changes and Go Back to Smart Flow Editor. However, you will lose any changes you made in the **Advanced Language Editor**.

When you reopen an existing Smart Flow, it opens in the editor that it was last saved in. If it opens in the **Advanced Language Editor**, you can no longer switch between editors.
What Is the Smart Flow Advanced Language?

The Smart Flow advanced language is a logical syntax language that is compiled by structuring specific statements in basic sentence format. It is used to create Smart Flows in the Advanced Language Editor, and it is an alternative to the default Smart Flow Editor that uses commands to build Smart Flows.

You can only use the Smart Flow advanced language using the Advanced Language Editor if you are an office administrator.

For more information about using the Smart Flow advanced language, see Reference: Smart Flow Advanced Language Syntax on page 289.

What Are the Prerequisites for Accessing Smart Flows?

The optional Productivity Suite module must be activated by a site parameter before you can access Smart Flows.

How to Access Smart Flows

To manage Smart Flows:
2. Click on Smart Flows.

For information about running Smart Flows, see Running and Stopping Smart Flows on page 305.

Creating and Testing Smart Flows

How to Create a Smart Flow in the Smart Flow Editor

1. In the Smart Flows list, click on New.
2. For details on how to write commands for Smart Flows, mouseover the link entitled How to Write Command Based Smart Flows.
3. Enter a name, an optional description, the content of your Smart Flow and click on Save.
How to Create a Smart Flow in the Advanced Language Editor

Note: You must be an office administrator to create a Smart Flow in the Advanced Language Editor.

1. In the Smart Flows list, click on New.
2. Click on Switch to Advanced Language Editor.
3. For details on how to write advanced Smart Flows, mouseover the link entitled How to Write Advanced Smart Flows.
4. Enter a name, an optional description, and the definition of your Smart Flow.

   You can define a Smart Flow question to accept a specific format only. For example, the Smart Flow for a date must be in the format DDMMYYYY. See also What Is the Smart Flow Advanced Language? on page 286.

   Note: For security reasons, do not enter credit card information in a Smart Flow. For more information, see How Is Credit Card Information Stored in Productivity Suite? on page 275.

5. To test the Smart Flow before saving it, click on Run in a New Command Page.
6. When complete, click on Save.
### Reference: Smart Flow Advanced Language Syntax

<table>
<thead>
<tr>
<th>Statement</th>
<th>Description</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ask</strong></td>
<td>Prompts the user with a question. The answer must be assigned to a variable. The string in quotes between <code>ask</code> and <code>assign to</code> is the question that appears in the prompt when the Smart Flow is running. The string after <code>assign to</code> is the name of the variable to which the answer is assigned. You can also use a specific set of HTML tags in an <code>ask</code> statement to format the appearance of the question. For more information, see Reference: HTML Tags in the Smart Flow Advanced Language on page 295.</td>
<td><code>ask &quot;What is your first name?&quot; assign to firstname</code>&lt;br&gt;<code>ask &quot;&lt;h1&gt;What is your first name?&lt;/h1&gt;&quot; assign to firstname</code>&lt;br&gt;<code>ask &quot;&lt;font size=&quot;3&quot; color=&quot;red&quot;&gt;What is your last name?&lt;/font&gt;&quot; assign to lastname</code></td>
</tr>
<tr>
<td><strong>mandatory ask</strong></td>
<td>Same as the <code>ask</code> statement except that the user must answer the question. If no answer is entered, the user receives an error message when the Smart Flow is running.</td>
<td><code>mandatory ask &quot;What is your last name?&quot; assign to lastname</code></td>
</tr>
<tr>
<td><strong>ask email</strong></td>
<td>Prompts the user with a question where the answer must be an email address. If an incorrect email address format is entered, the user receives an error message when the Smart Flow is running. You can also use a specific set of HTML tags in an <code>ask email</code> statement to format the appearance of the question. For more information, see Reference: HTML Tags in the Smart Flow Advanced Language on page 295.</td>
<td><code>ask email &quot;What is your email address?&quot; assign to customeremail</code></td>
</tr>
<tr>
<td><strong>mandatory ask email</strong></td>
<td>Same as the <code>ask email</code> statement except that the user must answer the question. If no answer is entered, the user receives an error message when the Smart Flow is running.</td>
<td><code>mandatory ask email &quot;What is your email address?&quot; assign to customeremail</code></td>
</tr>
<tr>
<td><strong>ask number</strong></td>
<td>Prompts the user with a question where the answer must be a number. If a number is not entered, the user receives an error message when the Smart Flow is running. You can also use a specific set of HTML tags in an <code>ask email</code> statement to format the appearance of the question. For more information, see Reference: HTML Tags in the Smart Flow Advanced Language on page 295.</td>
<td><code>ask number &quot;What is your age?&quot; assign to age</code></td>
</tr>
<tr>
<td>Statement</td>
<td>Description</td>
<td>Examples</td>
</tr>
<tr>
<td>-----------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>mandatory ask number</td>
<td>Same as the ask number statement except that the user must answer the question. If no answer is entered, the user receives an error message when the Smart Flow is running.</td>
<td>mandatory ask number “What is your age?” assign to age</td>
</tr>
<tr>
<td>ask date</td>
<td>Prompts the user with a question where the answer must be in an accepted date format. The accepted formats are: • DDMON (example: 19APR) • DDMONYY (example: 19APR15) • DDMONYYYY (example: 19APR2015) • DDMM (example: 1904) • DDMMYY (example: 190415) • MMYY (example: 0415) If an accepted date format is not entered, the user receives an error message when the Smart Flow is running. You can also use a specific set of HTML tags in an ask date statement to format the appearance of the question. For more information, see Reference: HTML Tags in the Smart Flow Advanced Language on page 295.</td>
<td>ask date “What date do you want to return?” assign to returndate</td>
</tr>
<tr>
<td>mandatory ask date</td>
<td>Same as the ask date statement except that the user must answer the question. If no answer is entered, the user receives an error message when the Smart Flow is running.</td>
<td>mandatory ask date “What date do you want to return?” assign to returndate</td>
</tr>
<tr>
<td>ask date with format</td>
<td>Same as the ask date statement except that you can define the exact date format that the user must enter. For example: Only the date format of DDMON is acceptable. If a date in any other format is entered, the user receives an error message when the Smart Flow is running.</td>
<td>ask date “What date do you want to return?” assign to returndate with format DDMON</td>
</tr>
<tr>
<td>mandatory ask date with format</td>
<td>Same as the ask date with format statement except that the user must answer the question. If no answer is entered, the user receives an error message when the Smart Flow is running.</td>
<td>mandatory ask date “What date do you want to return?” assign to returndate with format DDMON</td>
</tr>
<tr>
<td>Statement</td>
<td>Description</td>
<td>Examples</td>
</tr>
<tr>
<td>----------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>ask with format</td>
<td>Prompts the user with a question where the answer must match the format defined by a regular expression. If the answer is not entered in the required format, the user receives an error message when the Smart Flow is running.</td>
<td>ask &quot;What is your cost centre?&quot; with format &quot;[^D][0-9]&quot; assign to costcentre</td>
</tr>
<tr>
<td>mandatory ask with format</td>
<td>Same as the ask with format statement except that the user must answer the question. If no answer is entered, the user receives an error message when the Smart Flow is running.</td>
<td>mandatory ask &quot;What is your cost centre?&quot; with format &quot;[^D][0-9]&quot; assign to costcentre</td>
</tr>
<tr>
<td>send</td>
<td>Send the cryptic entries.</td>
<td>send &quot;NM1SMITH/JOHN&quot;</td>
</tr>
<tr>
<td>capture</td>
<td>Capture part of the cryptic screen. The capture instruction is followed by three parameters, separated by commas: • <strong>Line</strong>: and a number to indicate which line of the screen the beginning of the string is captured. • <strong>Column</strong>: and a number to indicate which column of the screen the beginning of the string is captured. • <strong>Length</strong>: and a number to indicate the length of the string that is captured. The string after <strong>assign to</strong> is the name of the variable in which the captured string is stored.</td>
<td>capture line:2, column:3, length:10 assign to lastname</td>
</tr>
<tr>
<td>Statement</td>
<td>Description</td>
<td>Examples</td>
</tr>
<tr>
<td>-------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| if, else    | Perform different actions depending on whether a condition is true or false. The `if` instruction is always followed by an expression that is between parenthesis. The expression is a comparison between two terms that can be a variable or a constant.  
  - The `==` operator verifies whether the two terms are equal.  
  - The `!=` operator verifies whether the two terms are different.  
  - The `>` operator verifies whether the first term is greater than the second term.  
  - The `<` operator verifies whether the first term is less than the second term.  
  - The `>=` operator verifies whether the first term is greater than or equal to the second term.  
  - The `<=` operator verifies whether the first term is less than or equal to the second term.  
If the condition is true, the first block of instructions that is delimited by the curly brackets is executed.  
If the condition is false, the second block of instructions that is delimited by the word `else` and curly brackets is executed. | `ask "What is your destination?"`  
`assign to destination`  
`if (destination == "PAR") {`  
`send "rm ok"`  
`} else {`  
`send "rm no"`  
`}`                                                                                                                                                                    |
| ask until   | Asks a question until a particular answer is reached. The string with quotes between `ask` and `until` are the instructions that appear in the prompt when a Smart Flow is running.  
The string after the word `until` is the value of the answer that stops the iteration of the block of instructions. The string after the word `when` determines the action.  
You can also use a specific set of HTML tags in an `ask until` statement to format the appearance of the instructions. For more information, see Reference: HTML Tags in the Smart Flow Advanced Language on page 295. | `ask "Do you need to include visa information?"`  
1 : Yes - ESTA for the USA  
2 : Yes - other countries  
3 : No - continue" until "3" {`  
`when("1") {`  
`send "RIR for travel to the USA, an ESTA (online visa) is required"`  
`}`  
`when("2") {`  
`send "RM no visa required"`  
`}`  
`}`                                                                                                                                                                    |
<p>| mandatory   | Same as the <code>ask until</code> statement except that the user must answer the question. If no answers are entered, the user receives an error message when the Smart Flow is running.          |                                                                                                                                                  |</p>
<table>
<thead>
<tr>
<th>Statement</th>
<th>Description</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>today</td>
<td>The <code>today</code> variable is a global variable that is used to get the value of the date when executing a Smart Flow. The date is in the IATA format (DDMM).</td>
<td><code>send &quot;rm visa information added on&quot; + today</code></td>
</tr>
<tr>
<td>lastCommand</td>
<td>If the Smart Flow is executed by a Smart Trigger, you can use the <code>lastCommand</code> variable to re-use the triggering command within the Smart Flow.</td>
<td><code>send lastCommand</code></td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> A Smart Flow using the <code>lastCommand</code> variable should be hidden so that users cannot launch the Smart Flow manually. For more information, see <em>Showing and Hiding Smart Flows</em> on page 303.</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Caution:</strong> To prevent the possibility of an infinite loop, do not use <code>lastCommand</code> in the last action of a Smart Flow.</td>
<td></td>
</tr>
<tr>
<td>choose</td>
<td>Prompts the user with a limited choice where only one choice is possible. The string within the quotes that follow the <code>choose</code> statement is the question that is asked when the Smart Flow is run.</td>
<td><code>choose “Do you want to” { when (&quot;send pax remark&quot;) { send &quot;rm 1&quot; } when (&quot;send comment&quot;) { send &quot;rm 2&quot; } }</code></td>
</tr>
<tr>
<td></td>
<td>The <code>when</code> statements are the options that are provided for the question. The first <code>when</code> statement is the default.</td>
<td><code>choose &quot;&lt;b&gt;&lt;i&gt;Do you want to&lt;/i&gt;&lt;/b&gt;&quot; { when (&quot;Send pax remark&quot;) { send &quot;rm 1&quot; } when (&quot;Send comment&quot;) { send &quot;rm 2&quot; } }</code></td>
</tr>
<tr>
<td></td>
<td>The user can only choose one <code>when</code> statement by either selecting the option button in the prompt or using the keyboard shortcuts from letters A to Z.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>When the user makes a choice, the content of the <code>when</code> statement is executed and the flow exits the <code>choose</code> block.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>You can also use a specific set of HTML tags in a <code>choose</code> statement to format the appearance of the question. For more information, see <em>Reference: HTML Tags in the Smart Flow Advanced Language</em> on page 295.</td>
<td></td>
</tr>
<tr>
<td>choose until</td>
<td>Similar to the <code>choose</code> statement except the prompt continues to loop when the Smart Flow is run. The exit option is represented by the <code>until</code> statement. The user can also exit by pressing the X key on the keyboard.</td>
<td><code>choose “Do you want to” until “end” { when (&quot;Send pax remark&quot;) { send &quot;rm pax&quot; } when (&quot;Send comment&quot;) { send &quot;rm comment&quot; } }</code></td>
</tr>
<tr>
<td></td>
<td>When the user makes a choice, the content of the <code>when</code> statement is executed, after which the flow returns to the <code>choose until</code> loop unless the user exits.</td>
<td></td>
</tr>
<tr>
<td>Statement</td>
<td>Description</td>
<td>Examples</td>
</tr>
<tr>
<td>-----------</td>
<td>-------------</td>
<td>----------</td>
</tr>
</tbody>
</table>
| **group** | The `group` instruction is used to group several questions in the Smart Flow prompt that are defined by the `ask` or `select` instructions. This allows you to include several questions in the same Smart Flow prompt rather than having separate prompts for each `ask` instruction. The `group` instruction can only contain `ask` and `select` instructions; it cannot contain any other instructions. | ```
| **call** | The `call` instruction is used to call another Smart Flow from the running Smart Flow. The `call` instruction is followed by the name of the Smart Flow to call. You can also explicitly call either an office Smart Flow or a personal Smart Flow with the same name by defining either `office` or `personal` in the call syntax. | ```
| **select** | Allows the user to select one option from a drop-down list of predefined options. The string with quotes between the words `select` and `from` is the question that appears in the prompt when a Smart Flow is running. The comma-separated string with quotes between the words `from` and `assign to` defines the predefined list of options from which the user can choose. A comma is used to separate the options. There is no limit to the number of options you can provide. The string after the words `assign to` is the name of the variable in which the answer is stored. You can also use a specific set of HTML tags in a `select` statement to format the appearance of the question. For more information, see Reference: HTML Tags in the Smart Flow Advanced Language on page 295. | ```

```python
```
<table>
<thead>
<tr>
<th>Statement</th>
<th>Description</th>
<th>Examples</th>
</tr>
</thead>
</table>
| append    | Used to append variables by text or variable name.  
The value between the words append and to can be a concatenation of different strings and variables.  
The string after the word to is the name of the variable to store.  
The first character of this variable name should be a lowercase letter [a-z] and the other characters should be a number or letter [a-zA-Z0-9] or an underscore character. If the variable is not empty, the value is appended to the variable. | `append "name" + var1 + "toto" to var2` |
| comment   | Allows you to enter comments in the Advanced Language Editor. | `// your comments` |

**Reference: HTML Tags in the Smart Flow Advanced Language**

Only the HTML tag elements included in the following table are supported in Smart Flows.

<table>
<thead>
<tr>
<th>Element</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>b</td>
<td>Tag</td>
</tr>
<tr>
<td>br</td>
<td>Tag</td>
</tr>
<tr>
<td>color</td>
<td>Attribute</td>
</tr>
<tr>
<td>color</td>
<td>SubAttribute</td>
</tr>
<tr>
<td>div</td>
<td>Tag</td>
</tr>
<tr>
<td>font</td>
<td>Tag</td>
</tr>
<tr>
<td>font-size</td>
<td>SubAttribute</td>
</tr>
<tr>
<td>font-weight</td>
<td>SubAttribute</td>
</tr>
<tr>
<td>h1</td>
<td>Tag</td>
</tr>
<tr>
<td>h2</td>
<td>Tag</td>
</tr>
<tr>
<td>h3</td>
<td>Tag</td>
</tr>
<tr>
<td>i</td>
<td>Tag</td>
</tr>
<tr>
<td>p</td>
<td>Tag</td>
</tr>
<tr>
<td>size</td>
<td>Attribute</td>
</tr>
<tr>
<td>span</td>
<td>Tag</td>
</tr>
<tr>
<td>style</td>
<td>Attribute</td>
</tr>
<tr>
<td>text-decoration</td>
<td>SubAttribute</td>
</tr>
<tr>
<td>u</td>
<td>Tag</td>
</tr>
</tbody>
</table>

For an example of using these HTML tag elements, see *Example: Smart Flow With HTML Tags* on page 296.
Example: Smart Flow

The following Smart Flow prompts the user to enter passport information for each passenger in the Booking File.

**Note:** This example shows a Smart Flow defined by an office administrator in the Advanced Language Editor.

```plaintext
Example: Smart Flow With HTML Tags

The following Smart Flow uses HTML tags to format the questions defined in `ask`, `mandatory ask`, `select` and `choose` statements.

**Note:** This example shows a Smart Flow defined by an office administrator in the Advanced Language Editor.

```plaintext
Why Test a New Smart Flow?

Testing a new personal or office Smart Flow allows you to run it before saving it, without impacting any other users.
How to Test a Smart Flow
When you have created the Smart Flow, click on Run in a New Command Page. The Smart Flow runs in an unsaved mode.

How to Create a New Smart Flow from an Existing Smart Flow
1. In the Smart Flows list, select the Smart Flow that you want to copy.
2. Click on Copy to New.

The new Smart Flow opens in the same editor that it was originally created in (either the Smart Flow Editor or Advanced Language Editor). The name field contains the string "Copy of <name of the selected smart flow>" and all other fields are prefilled with data from the existing Smart Flow.

How to Display Command History
In the Command page of a Booking File, press Alt+right-arrow or click on the Command History icon to display the previously entered commands.

There is no limit to the number of commands that you can display using the command history.

Note: If the selected commands have not been run, the Command History pop-up window is empty and all buttons are unavailable.

What Are the Navigation Options in Command History?

<table>
<thead>
<tr>
<th>Action</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up-arrow</td>
<td>Navigate up and down the command list.</td>
</tr>
<tr>
<td>Down-arrow</td>
<td></td>
</tr>
<tr>
<td>Shift+mouse click</td>
<td>Select multiple commands sequentially.</td>
</tr>
<tr>
<td>Shift+up-arrow</td>
<td></td>
</tr>
<tr>
<td>Shift+down-arrow</td>
<td></td>
</tr>
<tr>
<td>Ctrl+mouse click</td>
<td>Select multiple commands non-sequentially</td>
</tr>
<tr>
<td>Ctrl+up-arrow+space bar</td>
<td></td>
</tr>
<tr>
<td>Ctrl+down-arrow+space bar</td>
<td></td>
</tr>
<tr>
<td>Enter</td>
<td>Run a command in standard display mode or edit mode.</td>
</tr>
<tr>
<td>Ctrl+Space</td>
<td>Select or deselect a command.</td>
</tr>
<tr>
<td>Shift+Space</td>
<td>Select a command and deselect all previous selections.</td>
</tr>
<tr>
<td>Single left click</td>
<td></td>
</tr>
<tr>
<td>Ctrl+left click</td>
<td>Select or deselect a command and keep all previous selections.</td>
</tr>
<tr>
<td>Shift+left click</td>
<td>Select a list of commands based on the last command focus.</td>
</tr>
<tr>
<td>Shift+Enter</td>
<td>Add a new line to a selected command when command history is in edit mode (the right column of the Command History pop-up window for editing selected commands).</td>
</tr>
</tbody>
</table>
### How to Edit Command History

1. Display command history. See *How to Display Command History* on page 297.
2. Click on *Edit* in the *Command History* pop-up window.
   
   The window splits into two columns: a left column that displays the previously run commands in the command history, and a right column to edit the chosen commands.
3. Select a command in the left history column and click on *Add* to move the command to the editing column.
   
   See also *What Are the Navigation Options in Command History?* on page 297.
4. Edit the selected command as required.
   - To run the edited commands, click on *Send* or press *Enter*.
   - To copy and paste the edited commands to the Command page, select the commands and click on *Copy*.
   - To create a smart flow from the edited commands, click on *Create Smart Flow*. See also *How to Create a Smart Flow Using Command History* below.
   - To remove a command from the editing column, select the command and click on *Remove* or click on *Remove All* to remove all commands.
5. To return to the standard display mode, click on *Standard Mode*.
6. To close the *Command History* pop-up window, click on *Close* or press *Esc*.

### How to Create a Smart Flow Using Command History

1. Display command history. Refer to *How to Display Command History* on page 297.
2. Select the commands in the *Command History* pop-up window that you want to use in the Smart Flow.
3. If you want to edit the commands before creating the Smart Flow, click on *Edit* and update as required. See also *How to Edit Command History* above.
4. Click on *Create Smart Flow*. 

<table>
<thead>
<tr>
<th>Action</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ctrl+Enter</td>
<td>Add a new line to insert a new command when command history is in edit mode (the right column of the Command History pop-up window for editing selected commands).</td>
</tr>
<tr>
<td>Tab</td>
<td>Move the focus of selection in the Command History pop-up window.</td>
</tr>
</tbody>
</table>
The application automatically switches to the Smart Flow Editor. The selected commands are pasted from the Command History pop-up window to the Smart Flow Editor, where you can edit, save, or add questions to the commands. For more information, see How to Create a Question on page 304.

What Happens When Command History Is Used to Create a New Smart Flow?

If the Smart Flows list is open:
- The application automatically switches to the Smart Flow Editor.
- The definition text area displays the cryptic commands that were sent when creating the new Smart Flow.

If the Smart Flow Editor is open:
- If there are any unsaved changes for the previous Smart Flow, you are prompted to choose either the Save, Do Not Save, or Keep Editing option.
- If there are no unsaved changes for the previous Smart Flow, a new Smart Flow is created and the definition text area displays the commands from the Command History pop-up window.

Video: How to Create and Run a Personal Smart Flow
Launch

Video: How to Create an Office Smart Flow Using the Advanced Language Editor
Launch
Managing Smart Flows

How to Open a Smart Flow

1. In the Smart Flows list, select the Smart Flow that you want to open.
2. Click on Open.
   Alternatively, double-click on the Smart Flow.

How to Edit a Smart Flow

Note: You must be an office administrator to edit an office Smart Flow. If the Smart Flow is shared, you must be logged into the office in which it was created before you can edit it and you cannot rename a shared Smart Flow.

1. Open the Smart Flow. See How to Open a Smart Flow above.
   A Smart Flow is opened in the editor that it was last saved in.
2. Update the fields as required and click on Save.

How to Delete a Smart Flow

Note: You must be an office administrator to delete a shared or office Smart Flow. If you delete a shared Smart Flow, it is deleted from all offices that it was shared with.

Caution: Before you delete a Smart Flow, make sure it is not being used by another Smart Flow, a Smart Trigger or Quality Monitor. Otherwise, you risk blocking a user's booking flow.

1. Select the Smart Flow that you want to delete in the Smart Flows list.
2. Click on Delete.
3. In the Delete Smart Flow pop-up window, click on Delete to confirm the deletion.

What Is Autocomplete?

Autocomplete is a feature that automatically completes the statements you are typing in the Advanced Language Editor or Quality Monitor Editor. Inside the editor you can display a list of available proposals and select the appropriate statement instead of manually typing it.

```
if (airSegmentClass == "Y") {
    call - call statement
    choose - choose when statement
}
```

Where Can I Find Information on Autocomplete?

In the Advanced Language Editor, click on How to Write Advanced Smart Flows.
How to Display Autocomplete

1. Place the cursor on a line in the editor.
2. Press **Ctrl+space bar**.
3. To display more specific proposals based on alphabetical filtering, enter the first letter of the statement and press **Ctrl+space bar**.
   The available autocomplete proposals are displayed.

How to Select a Proposed Statement in Autocomplete

1. To highlight a proposal, press the **up-arrow** or **down-arrow** key.
2. To select a proposal, press **Enter** when the proposal is highlighted.
   Alternatively, use the mouse to highlight and select a proposal.

Which Smart Flow Statements Are Supported by Autocomplete?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Text Inserted When Selected</th>
</tr>
</thead>
<tbody>
<tr>
<td>if</td>
<td>if (condition) {</td>
</tr>
<tr>
<td></td>
<td>}</td>
</tr>
<tr>
<td>if else</td>
<td>if (condition) {</td>
</tr>
<tr>
<td></td>
<td>}</td>
</tr>
<tr>
<td></td>
<td>else {</td>
</tr>
<tr>
<td></td>
<td>}</td>
</tr>
<tr>
<td>else</td>
<td>else {</td>
</tr>
<tr>
<td></td>
<td>}</td>
</tr>
<tr>
<td>when</td>
<td>when (&quot;&quot;) {</td>
</tr>
<tr>
<td></td>
<td>}</td>
</tr>
<tr>
<td>choose when</td>
<td>choose &quot;&quot; {</td>
</tr>
<tr>
<td></td>
<td>when (&quot;&quot;) {</td>
</tr>
<tr>
<td></td>
<td>}</td>
</tr>
<tr>
<td></td>
<td>when (&quot;&quot;) {</td>
</tr>
<tr>
<td></td>
<td>}</td>
</tr>
<tr>
<td></td>
<td>}</td>
</tr>
<tr>
<td>choose until when</td>
<td>choose &quot;&quot; until &quot;&quot; {</td>
</tr>
<tr>
<td></td>
<td>when (&quot;&quot;) {</td>
</tr>
<tr>
<td></td>
<td>}</td>
</tr>
<tr>
<td></td>
<td>when (&quot;&quot;) {</td>
</tr>
<tr>
<td></td>
<td>}</td>
</tr>
<tr>
<td></td>
<td>}</td>
</tr>
<tr>
<td>send</td>
<td>send &quot;COMMAND&quot;</td>
</tr>
<tr>
<td>ask</td>
<td>ask &quot;question&quot; assign to variable</td>
</tr>
<tr>
<td>mandatory ask</td>
<td>mandatory ask &quot;question&quot; assign to variable</td>
</tr>
<tr>
<td>ask email</td>
<td>ask email &quot;question&quot; assign to variable</td>
</tr>
<tr>
<td>mandatory ask email</td>
<td>mandatory ask email &quot;question&quot; assign to variable</td>
</tr>
<tr>
<td>ask number</td>
<td>ask number &quot;question&quot; assign to variable</td>
</tr>
<tr>
<td>Statement</td>
<td>Text Inserted When Selected</td>
</tr>
<tr>
<td>-----------</td>
<td>-----------------------------</td>
</tr>
<tr>
<td>mandatory ask number</td>
<td>mandatory ask number &quot;question&quot; assign to variable</td>
</tr>
<tr>
<td>ask date</td>
<td>ask date &quot;question&quot; assign to variable</td>
</tr>
<tr>
<td>mandatory ask date</td>
<td>mandatory ask date &quot;question&quot; assign to variable</td>
</tr>
<tr>
<td>ask date with format DDMM</td>
<td>ask date &quot;question&quot; with format DDMM assign to variable</td>
</tr>
<tr>
<td>mandatory ask date with format DDMM</td>
<td>mandatory ask date &quot;question&quot; with format DDMM assign to variable</td>
</tr>
<tr>
<td>ask date with format DDMMYY</td>
<td>ask date &quot;question&quot; with format DDMMYY assign to variable</td>
</tr>
<tr>
<td>mandatory ask date with format DDMMYY</td>
<td>mandatory ask date &quot;question&quot; with format DDMMYY assign to variable</td>
</tr>
<tr>
<td>ask date with format DDMON</td>
<td>ask date &quot;question&quot; with format DDMON assign to variable</td>
</tr>
<tr>
<td>mandatory ask date with format DDMON</td>
<td>mandatory ask date &quot;question&quot; with format DDMON assign to variable</td>
</tr>
<tr>
<td>ask date with format DDMONYY</td>
<td>ask date &quot;question&quot; with format DDMONYY assign to variable</td>
</tr>
<tr>
<td>mandatory ask date with format DDMONYY</td>
<td>mandatory ask date &quot;question&quot; with format DDMONYY assign to variable</td>
</tr>
<tr>
<td>ask date with format DDMONYYYY</td>
<td>ask date &quot;question&quot; with format DDMONYYYY assign to variable</td>
</tr>
<tr>
<td>mandatory ask date with format DDMONYYYY</td>
<td>mandatory ask date &quot;question&quot; with format DDMONYYYY assign to variable</td>
</tr>
<tr>
<td>ask date with format MMYY</td>
<td>ask date &quot;question&quot; with format MMYY assign to variable</td>
</tr>
<tr>
<td>mandatory ask date with format MMYY</td>
<td>mandatory ask date &quot;question&quot; with format MMYY assign to variable</td>
</tr>
<tr>
<td>ask with format</td>
<td>ask &quot;question&quot; with format &quot;regular expression&quot; assign to variable</td>
</tr>
<tr>
<td>group ask</td>
<td>group</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>ask &quot;question&quot; assign to variable1</td>
</tr>
<tr>
<td></td>
<td>ask &quot;question&quot; assign to variable2</td>
</tr>
<tr>
<td>group mandatory ask</td>
<td>group</td>
</tr>
<tr>
<td></td>
<td>mandatory ask &quot;question&quot; assign to variable1</td>
</tr>
<tr>
<td></td>
<td>mandatory ask &quot;question&quot; assign to variable2</td>
</tr>
<tr>
<td>ask until</td>
<td>ask &quot;question&quot; until &quot;exit&quot;</td>
</tr>
<tr>
<td></td>
<td>when (&quot;&quot;&quot;)</td>
</tr>
<tr>
<td></td>
<td>{}</td>
</tr>
<tr>
<td>Statement</td>
<td>Text Inserted When Selected</td>
</tr>
<tr>
<td>-------------------</td>
<td>--------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>mandatory ask until</td>
<td><code>mandatory ask &quot;question&quot; until &quot;exit&quot; {when (&quot;&quot;) { } }</code></td>
</tr>
<tr>
<td>call</td>
<td><code>call &quot;name&quot;</code></td>
</tr>
<tr>
<td>capture</td>
<td><code>capture line:1, column:1, length:1 assign to variable</code></td>
</tr>
<tr>
<td>select</td>
<td><code>select &quot;question&quot; from &quot;option 1, option 2, option 3&quot; assign to variable</code></td>
</tr>
</tbody>
</table>

### How to Exit Autocomplete

Press **Esc** or the **left-arrow** or **right-arrow** key.

Or:

Click outside the autocomplete suggestion area.

Or:

Select a proposal.

### Showing and Hiding Smart Flows

#### Understanding Hidden Smart Flows

As a user or office administrator, you can choose to hide or show Smart Flows in the **Your Smart Flows** menu.

See also *How to Run a Smart Flow* on page 306.

A hidden Smart Flow can still be called by other Productivity Suite tools. For example, the Smart Flow can still be executed by Quality Monitor and Smart Triggers.

#### Example: Hidden and Visible Smart Flows in the Smart Flows List
How to Hide a Smart Flow in Your Smart Flows

1. In the Smart Flows list, select the Smart Flow that you want to hide.
2. Click on Hide from Your Smart Flows.

Alternatively, clear the Show in Your Smart Flows check box in the editor.

The Smart Flow is no longer available in Your Smart Flows in the main toolbar and you cannot run it. However, it can still be launched by other Smart Flows, Smart Triggers and Quality Monitor.

How to Show a Smart Flow in Your Smart Flows

1. In the Smart Flows list, select the Smart Flow that you want to show.
2. Click on Show in Your Smart Flows.

Alternatively, select the Show in Your Smart Flows check box in the editor.

The Smart Flow is now available in Your Smart Flows in the main toolbar and can be run.

Using Questions in the Smart Flow Editor

What Is the Purpose of Creating Questions?

Questions define the prompt that is displayed during the execution of a Smart Flow. Cryptic commands are sent with the answers that are provided. A colour-highlighted rectangle indicates which sections of a command have a question associated with them. The highlight is orange when the question is active and the highlight is blue when the question is selected but not active.

How to Create a Question

1. Open or create a Smart Flow in the Smart Flow Editor.
2. Select the part of the command that you want to create a question for.
3. Click on Create New Question.
4. Enter a title for the question in the Label field.
5. Enter the question in the Question field.
6. Click on Save.
How to Edit a Question

Note: Changes made to a question are saved automatically even if you do not click on Save. Therefore, if you edit a question and activate another question, the changes to the first question are saved automatically.

1. Activate the question in command mode by clicking on the section of the command that the question relates to. Alternatively, use the keyboard arrows to navigate to the command.
   
   The question is activated when the Label and Question fields are prefilled with the question details and the section of the command in the definition field is highlighted in orange.

2. Edit the question as required.

How to Delete a Question

Note: Ensure that the question is not active because an active question cannot be deleted.

Place the cursor at the beginning of the label of the coloured rectangle for the question and press Delete.

Alternatively, place the cursor at the end of the label of the coloured rectangle for the question and press Backspace.

Running and Stopping Smart Flows

What Happens When You Run a Smart Flow?

- If the Smart Flow contains questions or instructions, you can enter the responses in the Smart Flow pop-up window using free text. If there is a list of options to choose from, you can select the correct response using the keyboard or mouse.
- The commands that are sent by the Smart Flow are echoed in the Command page.
- If several Booking Files are open when you run a Smart Flow, the Smart Flow only affects the current Booking File.
- When you run a Smart Flow from graphic mode, the cryptic response is displayed in the Command Page Output section of the Smart Flow pop-up window. This cryptic display is read-only and cannot be edited.
- You can expand or collapse this Command Page Output section using the Expand and Collapse arrows.
Example: Command Page Output Section of Smart Flow Window

- If there is more than one page of Command Page Output, you can use the Previous Page and Next Page options to navigate from one page to another.

Example: Navigation Links in Command Page Output

How to Run a Smart Flow

1. Click on Your Smart Flows on the main toolbar of Selling Platform Connect to display the list of Smart Flows.

   If you have both personal and office Smart Flows, the Your Smart Flows panel is divided into Office Smart Flows and Personal Smart Flows.

2. Click on the link for the Smart Flow that you want to run.

   Example: Your Smart Flows

How to Stop a Smart Flow

1. Run a Smart Flow. See How to Run a Smart Flow above.

   A prompt appears to confirm that the selected Smart Flow is running.

2. Click on Stop or the icon.

   Note: You can only stop a Smart Flow when there is a prompt available.
Smart Key Translation

Getting Started With Smart Key Translation

**What Is the Smart Key Translator?**

The Smart Key Translator allows you to translate Smart Keys from Amadeus Selling Platform to personal or office Smart Flows in Selling Platform Connect.

**Note:** Any user can save Smart Key translations as personal Smart Flows but you must be an office administrator to save Smart Key translations as office Smart Flows.

**How to Access the Smart Key Translator**

On the main page of Selling Platform Connect, expand the **Tools** menu and click on **Smart Key Translation**.

Understanding Smart Key Translation

**Which Smart Keys Can Be Translated to Smart Flows?**

<table>
<thead>
<tr>
<th>Command Code</th>
<th>Command Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;SEND</td>
<td>Send command</td>
</tr>
<tr>
<td>&lt;send</td>
<td></td>
</tr>
<tr>
<td>&lt;?</td>
<td>Prompt action</td>
</tr>
<tr>
<td>&lt;CHOOSE</td>
<td>Choose command</td>
</tr>
<tr>
<td>&lt;choose</td>
<td></td>
</tr>
<tr>
<td>&lt;@</td>
<td>Use variable</td>
</tr>
<tr>
<td>&lt;TODAY&gt;</td>
<td>Today date value</td>
</tr>
<tr>
<td>&lt;today&gt;</td>
<td></td>
</tr>
<tr>
<td>&lt;SET&gt;</td>
<td>Paste the save value</td>
</tr>
<tr>
<td>&lt;set&gt;</td>
<td></td>
</tr>
<tr>
<td>&lt;GET&gt;</td>
<td>Copy selected text</td>
</tr>
<tr>
<td>&lt;get&gt;</td>
<td></td>
</tr>
<tr>
<td>&lt;REPEAT UNTIL</td>
<td>Repeat until instruction</td>
</tr>
<tr>
<td>&lt;repeat until</td>
<td></td>
</tr>
<tr>
<td>&lt;*</td>
<td>Add a comment</td>
</tr>
<tr>
<td>&lt;IF THEN ELSE&gt;</td>
<td>If then else instruction</td>
</tr>
<tr>
<td>&lt;if then else&gt;</td>
<td></td>
</tr>
<tr>
<td>[</td>
<td>Optional prompt</td>
</tr>
<tr>
<td>&lt;%</td>
<td>Add an embedded Smart Key</td>
</tr>
</tbody>
</table>
How to Translate a Smart Key to a Smart Flow

1. Copy the Smart Key that you want to translate and paste it in the Smart Key to Translate column of the Smart Key Translator.

2. Click on Translate.

   The Smart Key appears as a Smart Flow in the Translated Smart Flow column and it can be edited if needed.

3. You can copy the translated Smart Flow either to a new personal Smart Flow or a new office Smart Flow using a Copy to New memory button. The previous selection is retained and displayed on the memory button for the duration of the session. To display the copy options, click on the drop-down arrow on the Copy to New memory button.

   **Note:** You must be an office administrator to copy a translated Smart Flow to a new office Smart Flow.

   a) To copy to a new personal Smart Flow, click on Copy to New Personal Smart Flow.

   The Advanced Language Editor opens and displays the personal Smart Flow.

   b) To copy to a new office Smart Flow, click on Copy to New Office Smart Flow.

   The Advanced Language Editor opens and displays the office Smart Flow.

4. Click on Save.

What If the Smart Key Does Not Contain Command Code?

If you are translating a Smart Key that does not contain any command code and contains only text, insert the Smart Key between the `append.... to commandline` syntax.

The value inserted between 'append' and 'to' is placed in the command line while waiting to be modified or executed.
Smart Triggers

Getting Started With Smart Triggers

What Is the Smart Triggers Tool?

Smart Triggers is a tool that launches extensions such as scripts or Smart Flows in Selling Platform Connect. For example, a Smart Trigger can be a rule that triggers the launch of a script when a certain command is entered in the prompt of the Command page.

The different types of extensions that can be run are:

- Smart Flows
- Plus scripts
- Server-side scripts
- Smart Tools

Note: Smart Flows and server-side scripts are advanced options that must be enabled by a site parameter.

You must be an office administrator to define rules using the Smart Triggers tool.

Running Smart Triggers

A Smart Trigger runs its associated flow or script according to the way you define the Smart Trigger using the Smart Trigger Editor. For more information, see What Is the Smart Trigger Editor? on page 310.

If multiple Command pages are open, a Smart Trigger only impacts the Command page where the user enters the triggering command.
**Stopping Smart Triggers**

You cannot stop a Smart Trigger at run time.

However:

- If the Smart Trigger launches a Smart Flow, you can stop it, as long as there is a prompt available to stop it.
- If the Smart Trigger launches a script, you can stop it, as long as the script allows itself to be stopped.

**What Are the Different Types of Smart Triggers?**

<table>
<thead>
<tr>
<th>Smart Trigger Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smart trigger on command match</td>
<td>These Smart Triggers are used to launch a script instead of the standard response of a cryptic command.</td>
</tr>
<tr>
<td></td>
<td>They intercept the command and launch the script.</td>
</tr>
<tr>
<td></td>
<td>There is no response match on these Smart Triggers because there is no response from the Amadeus central system.</td>
</tr>
<tr>
<td>Smart trigger on response match</td>
<td>These Smart Triggers are used to launch a script in addition to the standard response of a cryptic command.</td>
</tr>
<tr>
<td></td>
<td>They do not intercept the command but launch the script in addition to the result of the cryptic command.</td>
</tr>
<tr>
<td></td>
<td>When creating this trigger type, the cryptic commands are filtered depending on response type and response match.</td>
</tr>
<tr>
<td></td>
<td>For more information see <em>Explanation: Using the Smart Trigger Editor</em> on page 311.</td>
</tr>
</tbody>
</table>

**Note:** You can also create a Smart Trigger that combines both types of trigger: command match and response match.

**What Is the Smart Trigger Editor?**

The **Smart Trigger Editor** is displayed when you click on the **New** or **Open** buttons at the bottom of the **Smart Triggers** list.

You use the **Smart Trigger Editor** to perform the following tasks:

- Create a new Smart Trigger.
- Copy or edit an existing Smart Trigger.
- Activate or deactivate a Smart Trigger.
- Handle errors.

**Note:** A Smart Trigger with Error 2401 can be saved in the Smart Triggers list, but it cannot be activated.
Explanation: Using the Smart Trigger Editor

<table>
<thead>
<tr>
<th>Smart Trigger Editor Field</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>You must enter a name for the Smart Trigger.</td>
</tr>
<tr>
<td>Activate This Smart Trigger</td>
<td>Select this option to activate the Smart Trigger from the Smart Trigger Editor.</td>
</tr>
<tr>
<td>Description</td>
<td>This field allows you to enter an optional description for the Smart Trigger.</td>
</tr>
<tr>
<td>Priority</td>
<td>There can be multiple Smart Triggers for the same command. Use this field to determine which trigger is run first. The lower the number you enter in the field for each Smart Trigger (zero is the lowest), the higher the priority. Triggers that intercept commands always run before triggers without interception. <strong>Note:</strong> When there are two triggers that intercept the same command, only the trigger with the lower number (higher priority) runs. For more information, <em>What Are the Different Types of Smart Triggers?</em> on page 310.</td>
</tr>
<tr>
<td>Smart Trigger Editor Field</td>
<td>Explanation</td>
</tr>
<tr>
<td>---------------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Cryptic Command Only</td>
<td>Use either or both of these fields to define the commands or actions that run the Smart Trigger.</td>
</tr>
</tbody>
</table>
| Cryptic Command or Graphic Action, When Available | • In the Cryptic Command Only field, enter a regular expression that you expect the command to match. For example, a regular expression of ^AN causes the Smart Trigger to launch a Smart Flow or script every time the user enters a command starting with AN in the Command page.  
• In the Cryptic Command or Graphic Action, When Available field, select the command family and command that you expect to match. This includes the cryptic command and its equivalent graphical action. For example, if you select End of Transaction and ER, the Smart Trigger launches a Smart Flow or script every time the user enters ER in the Command page or clicks on Save and Confirm (ER) in the Booking File.  
The command families and commands available are the same as those available for Quality Monitor. See What Are the Trigger Commands in Cryptic and Graphic? on page 334. Both of these fields can be left empty if a match is only needed on the response type. In this case, you must define a regular expression to match the response of the command in the Response field. |
| Test This Command | Use this field to test the regular expression entered in the Cryptic Command Only field.  
1. Enter a command.  
2. Click on Test This Command.  
Match or No Match is displayed to confirm whether or not the regular expression matches the command you entered. |
| Action | This drop-down list allows you to define how the Smart Trigger is run.  
If you want the Smart Trigger to intercept the command and run the Smart Flow or script, select Immediately Launch. In this case, there will be no response to match.  
If you want the Smart Trigger to launch the Smart Flow or script in addition to the response of a cryptic command, select Send Command and Wait for Response.  
Note: If you defined a graphical action and cryptic command to run the Smart Trigger, the only option available is Immediately Launch. |
### Smart Trigger Editor Field | Explanation
---|---
Response | This section only appears if you select **Send Command and Wait for Response** in the **Action** field.  
1. Categorise the response type.  
   Select **Any Type** or select a specific response category.  
2. Enter the regular expression that you want the response to match.  
   You can also set the Smart Trigger to match a command only and leave this field empty.
Test This Response | Use this field to test the regular expression entered in the **Response** field.  
1. Enter a response.  
2. Click on **Response Test**.  
   **Match** or **No Match** is displayed to confirm whether or not the regular expression matches the command you entered.
Launch | Select the type of action that you want to trigger and select from the **Name** drop-down list.  
**Note:** Only office-level Smart Flows can be used with Smart Triggers.

### Example: Smart Trigger

In this example, the Smart Trigger intercepts any cryptic command beginning with **NM**. If the response in the Command page contains the words **INVALID FORMAT**, the Smart Trigger launches an office Smart Flow to help the user add a passenger using the correct format.
In this example, the command and response matches have been successfully tested using the Test this command and Test this response options.

Reference: Syntax Used in Regular Expressions

<table>
<thead>
<tr>
<th>Character</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>\</td>
<td>Marks the next character as either a special character, a literal, a back reference, or an octal escape. For example, ‘n’ matches the character &quot;n&quot;. &quot;n&quot; matches a new line character. The sequence \n matches &quot;n&quot; and (&quot;&quot; matches &quot;.&quot;.</td>
</tr>
<tr>
<td>^</td>
<td>Matches the position at the beginning of the input string. If the RegExp object's Multiline property is set, ^ also matches the position following &quot;n&quot; or &quot;r&quot;.</td>
</tr>
<tr>
<td>$</td>
<td>Matches the position at the end of the input string. If the RegExp object's Multiline property is set, $ also matches the position preceding &quot;n&quot; or &quot;r&quot;.</td>
</tr>
<tr>
<td>*</td>
<td>Matches the preceding sub expression zero (or more) times. For example, zo* matches &quot;z&quot; and &quot;zoo&quot;. * is equivalent to {0,}.</td>
</tr>
<tr>
<td>+</td>
<td>Matches the preceding sub expression one or more times. For example, 'zo+' matches &quot;zo&quot; and &quot;zoo&quot;, but not &quot;z&quot;. + is equivalent to {1,}.</td>
</tr>
</tbody>
</table>
### Characters and Their Descriptions

<table>
<thead>
<tr>
<th>Character</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>?</td>
<td>Matches the preceding sub expression zero or one time. For example, &quot;do(es)?&quot; matches the &quot;do&quot; in &quot;do&quot; or &quot;does&quot;. ? is equivalent to ({0,1}).</td>
</tr>
<tr>
<td>({n})</td>
<td>(n) is a nonnegative integer. Matches exactly (n) times. For example, &quot;o({2})&quot; does not match the 'o' in &quot;Bob,&quot; but matches the two 'o's in &quot;food&quot;.</td>
</tr>
<tr>
<td>({n,})</td>
<td>(n) is a nonnegative integer. Matches at least (n) times. For example, &quot;o({2,})&quot; does not match the &quot;o&quot; in &quot;Bob&quot; and matches all the 'o's in &quot;fooooood&quot;. &quot;o({1,})&quot; is equivalent to 'o+'. 'o({0,})&quot; is equivalent to 'o*'.</td>
</tr>
<tr>
<td>({n,m})</td>
<td>(m) and (n) are nonnegative integers, where (n\leq m). Matches at least (n) and at most (m) times. For example, &quot;o({1,3})&quot; matches the first three 'o's in &quot;fooooood&quot;. 'o({0,1})' is equivalent to 'o?'. Note that you cannot put a space between the comma and the numbers.</td>
</tr>
<tr>
<td>?</td>
<td>When this character immediately follows any of the other quantifiers ((+), (?), ({n}), ({n,}), ({n,m})), the matching pattern is non-greedy. A non-greedy pattern matches as little of the searched string as possible, whereas the default greedy pattern matches as much of the searched string as possible. For example, in the string &quot;oooo&quot;, 'o+?' matches a single &quot;o&quot;, while 'o+' matches all 'o's.</td>
</tr>
<tr>
<td>.</td>
<td>Matches any single character except &quot;\n&quot;. To match any character including the 'n', use a pattern such as [.\n].</td>
</tr>
<tr>
<td>x</td>
<td>y</td>
</tr>
<tr>
<td>[xyz]</td>
<td>A character set. Matches any one of the enclosed characters. For example, '[abc]' matches the 'a' in &quot;plain&quot;.</td>
</tr>
<tr>
<td>[^xyz]</td>
<td>A negative character set. Matches any character not enclosed. For example, '[^abc]' matches the 'p' in &quot;plain&quot;.</td>
</tr>
<tr>
<td>[a-z]</td>
<td>A range of characters. Matches any character in the specified range. For example, '[a-z]' matches any lowercase alphabetic character in the range 'a' through 'z'.</td>
</tr>
<tr>
<td>[^a-z]</td>
<td>A negative range characters. Matches any character not in the specified range. For example, '[^a-z]' matches any character not in the range 'a' through 'z'.</td>
</tr>
<tr>
<td>\b</td>
<td>Matches a word boundary, that is, the position between a word and a space. For example, 'er\b' matches the 'er' in &quot;never&quot; but not the 'er' in &quot;verb&quot;.</td>
</tr>
<tr>
<td>\B</td>
<td>Matches a non-word boundary. 'er\B' matches the 'er' in &quot;verb&quot; but not the 'er' in &quot;never&quot;.</td>
</tr>
<tr>
<td>\cx</td>
<td>Matches the control character indicated by (x). For example, \cM matches a Control-M or carriage return character. The value of (x) must be in the range of A-Z or a-z. If not, (c) is assumed to be a literal 'c' character.</td>
</tr>
<tr>
<td>\d</td>
<td>Matches a digit character. Equivalent to [0-9].</td>
</tr>
<tr>
<td>\D</td>
<td>Matches a non-digit character. Equivalent to [^0-9].</td>
</tr>
<tr>
<td>\f</td>
<td>Matches a form-feed character. Equivalent to \0c and \cL.</td>
</tr>
</tbody>
</table>

### What Are the Prerequisites for Accessing Smart Triggers?

The optional **Productivity Suite** module must be activated by a site parameter before you can access Smart Triggers.
How to Access Smart Triggers

On the Tools menu of Selling Platform Connect, expand Productivity Suite and click on Smart Triggers.

![Smart Triggers Menu](image)

Working With Smart Triggers

How to Create a Smart Trigger

1. In the Smart Triggers list, click on New.
   
   The Smart Triggers Editor opens.

2. Complete the required fields for the trigger.
   
   Refer to Explanation: Using the Smart Trigger Editor on page 311 and Reference: Syntax Used in Regular Expressions on page 326.

   **Note:** For security reasons, do not enter credit card information in Smart Triggers. For more information, see How Is Credit Card Information Stored in Productivity Suite? on page 275.

3. Click on Save.

   **Video:** How to Create an Office Smart Trigger

   ![Launch Video](image)

How to Activate a Smart Trigger

Select the deactivated Smart Trigger in the Smart Triggers list, and click on Activate.

You can also activate a Smart Trigger in the editor by selecting the Activate this Smart Trigger check box.

An active Smart Trigger can be run.

How to Deactivate a Smart Trigger

Select the active Smart Trigger in the Smart Triggers list, and click on Deactivate.

You can also deactivate a Smart Trigger in the editor by clearing the Activate this Smart Trigger check box.
A deactivated Smart Trigger cannot be run.

How to Delete a Smart Trigger

**Note:** If you delete a shared Smart Trigger, it is deleted from all offices that it was shared with. You cannot delete a Smart Trigger that was created in an office other than the one you are logged into.

1. Select a Smart Trigger in the Smart Triggers list, and click on Delete.
2. A pop-up confirmation is displayed. Click on Delete.

How to Create a Smart Trigger from an Existing Smart Trigger

1. Select a Smart Trigger in the Smart Triggers list, and click on Copy To New.
   
   The Smart Trigger Editor page is displayed showing a copy of the selected alarm.
2. Modify the required fields and click on Save.
3. Click on Close.

How to Edit a Smart Trigger

**Note:** To edit a shared Smart Trigger, you must be logged into the same office that created it.

1. Select a Smart Trigger in the Smart Triggers list and click on Open.
2. In the Smart Trigger Editor, modify the necessary fields and click on Save.
3. Click on Close.

**Note:** If you enter a new name for an existing Smart Trigger, it is overwritten, rather than creating a copy. White spaces included before and after a Smart Trigger name are removed at save time.

Quality Monitor

Getting Started With Quality Monitor

**What Is Quality Monitor?**

Quality Monitor uses rules, defined by an office administrator, to check that the Booking File complies with the correct booking process.

It displays blocking, warning and information messages that prompt the user to apply corrections before completing a booking.

Quality Monitor is executed when the user:

- Enters a cryptic command or its equivalent graphical action that is defined in a rule as a trigger for Quality Monitor checks.
  
  Or:

- Clicks on Check All in the Quality Monitor checklist.

For more information, see *Managing Checks and Trigger Commands* on page 333.
**What Is the Quality Monitor Editor?**

The **Quality Monitor Editor** is used to create and edit rules and add checks to these rules. You can also activate and deactivate rules in the editor.

For more information, see *Creating and Managing Quality Monitor Rules* on page 329 and *Managing Checks and Trigger Commands* on page 333.

See also *Explanation: Main List Page* on page 274.

For information on the autocomplete functionality, refer to *Using Autocomplete* on page 327.

**What Is the Quality Monitor Language?**

The Quality Monitor language is used to write the check definitions of a Quality Monitor rule. The first instruction of a check definition can be an *if* instruction or a *choose* instruction.

For specific examples of Quality Monitor rules, refer to *Creating and Managing Quality Monitor Rules* on page 329.

**Reference: Quality Monitor Language Statements**

<table>
<thead>
<tr>
<th>Statement</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>if (condition) {</td>
<td><strong>CONDITION</strong> is used in the <em>if</em> instruction, and it is evaluated during the execution of a check.</td>
</tr>
<tr>
<td>instructions</td>
<td>The operators <strong>AND</strong> and <strong>OR</strong> are used in checks for multiple conditions.</td>
</tr>
<tr>
<td></td>
<td><strong>INSTRUCTIONS</strong> are a single optional <em>choose</em> instruction and a mandatory single <em>set status</em> instruction.</td>
</tr>
<tr>
<td></td>
<td>There must be a <em>set status</em> instruction for every check. <strong>A set status</strong> instruction without an <em>if</em> condition will prevent a success status for a check in the Quality Monitor checklist and result in a syntax error.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> <strong>INSTRUCTIONS</strong> cannot be empty.</td>
</tr>
<tr>
<td>choose &quot;Do you want to&quot; {</td>
<td>The string within the quotes that follow <em>choose</em> is the question that is asked in the overlay. See <em>What Are the Corrective Actions for a Check?</em> on page 336.</td>
</tr>
<tr>
<td>when (&quot;send pax remark&quot;) {</td>
<td>The <em>choose</em> instruction should contain at least one <em>when</em> statement.</td>
</tr>
<tr>
<td>send &quot;rm1&quot;</td>
<td>The <em>when</em> statement can only contain <em>send</em> or <em>call</em> instructions.</td>
</tr>
<tr>
<td></td>
<td>}</td>
</tr>
<tr>
<td>when (&quot;call smart flow&quot;) {</td>
<td>}</td>
</tr>
<tr>
<td>call</td>
<td><strong>The call</strong> instruction calls an office Smart Flow from the overlay.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> The Smart Flow must exist at office level and have exactly the same name (including capitalisation) that you use in the <em>call</em> instruction. Otherwise, the call will fail.</td>
</tr>
</tbody>
</table>
### Statement

<table>
<thead>
<tr>
<th>Statement</th>
<th>Definition</th>
</tr>
</thead>
</table>
| **call smart tool** | *The call smart tool instruction calls a Smart Tool from the overlay.*  
  **Note:** The Smart Tool must be already be available in the user's office and have exactly the same name (including capitalisation) that you use in the call instruction. Otherwise, the call will fail. |
| **send**          | *The send instruction is used to manually send a cryptic command.*  
  The user can edit the command, if required, before it is sent.  
| **send auto**     | *The send auto instruction is used to automatically send a cryptic command.*  
  This means that the command is sent without any user interaction, as long as the corresponding *if* condition is true.  
| **set status**    | *The mandatory set status instruction allows you to define the status of a check if the condition is evaluated as true.*  
  There are three possibilities:  
  • **INFO:** This status is displayed as information for the user. It does not block the user's booking flow and can be ignored.  
  • **WARNING:** This status is displayed as a non-blocking error. It advises the user to complete specific actions but can be ignored.  
  • **BLOCKING:** This status is displayed as a non-blocking error or a blocking error, depending on whether the rule is run from the Check All link in the Quality Monitor checklist or the corresponding trigger command family.  
  For more information, see *What Are the Statuses of a Check?* on page 335.  |

### Examples

For examples of how to use Quality Monitor Language statements in rules, see  
**Example: Quality Monitor Rule for Form of Payment** on page 330 and  
**Example: Quality Monitor Rule for Fax or Email Contact** on page 330.

### Reference: Operators Used in Conditions

<table>
<thead>
<tr>
<th>Operator</th>
<th>Definition</th>
</tr>
</thead>
</table>
| **==**   | *Used in conditions and property closures and used with numbers, Booleans and strings.*  
  In strings, it means 'exact match'.  |
| **!=**   | *Used in conditions and property closures and used with numbers, Booleans and strings.*  
  In strings, it checks if the strings are not an exact match.  |
<table>
<thead>
<tr>
<th>Operator</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>&gt;</td>
<td>Used in conditions and property closures. Used mainly with numbers but can be used with Booleans and strings. In strings, it is based on alphabetical order. In Booleans, true &gt; false.</td>
</tr>
<tr>
<td>&lt;</td>
<td>Used in conditions and property closures. Used mainly with numbers but can be used with Booleans and strings. In strings, it is based on alphabetical order. In Booleans, true &gt; false.</td>
</tr>
<tr>
<td>&gt;=</td>
<td>Used mainly with numbers but can be used with Booleans and strings. In strings, it is based on alphabetical order.</td>
</tr>
<tr>
<td>&lt;=</td>
<td>Used mainly with numbers but can be used with Booleans and strings. In strings, it is based on alphabetical order.</td>
</tr>
<tr>
<td>CONTAINS</td>
<td>Used only in property closures and with strings. Example: if GeneralRemark.where(FreeFlowText contains &quot;NON SMOKER&quot;).count &gt;= 1 Explanation: Checks if there is one or more general remarks containing the term 'non smoker'.</td>
</tr>
<tr>
<td>DOESNOTCONTAIN</td>
<td>Used only in property closures and with strings.</td>
</tr>
<tr>
<td>MATCHES</td>
<td>Used only in property closures and with strings. Examples: AirSegment.where(BoardPointCountryState matches &quot;US</td>
</tr>
<tr>
<td>DOESNOTMATCH</td>
<td>Used only in property closures and with strings. Example: if GeneralRemark.where(FreeFlowText DOESNOT MATCH &quot;Non smoking flight&quot;).count &gt; 0 Explanation: Checks if a Booking File element does not match a specific regular expression pattern.</td>
</tr>
<tr>
<td>AND</td>
<td>Used only between conditions. This is the logical &amp;&amp; between Booleans.</td>
</tr>
<tr>
<td>Operator</td>
<td>Definition</td>
</tr>
<tr>
<td>----------</td>
<td>------------</td>
</tr>
<tr>
<td>OR</td>
<td>Used only between conditions. This is the logical `</td>
</tr>
<tr>
<td>or</td>
<td>Used only between conditions. This is the logical `</td>
</tr>
</tbody>
</table>

where
- Used to find one or several properties of an insert variable.
  - **Example:**
    ```
    airSegment.where((airline == "AF") AND (destination == "NCE")).count > 1
    ```
  - **Explanation:**
    Checks if there is more than one air segment where the airline is Air France and the destination is Nice.

count
- Used to count the number of insert variables or the number of properties that satisfy the given conditions.
  - **Example:**
    ```
    contact.count == 0
    ```
  - **Explanation:**
    Checks if there is no contact information for the passenger.
  - For more information, see Reference: Count Operator Examples below.

**Reference: Count Operator Examples**

<table>
<thead>
<tr>
<th>Example</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>AirSegment.count &gt;= 2</td>
<td>Checks that there are <strong>AT LEAST</strong> two air segments.</td>
</tr>
<tr>
<td>GeneralRemark.where(FreeFlow contains &quot;abc&quot;).count == 1</td>
<td>Checks that there is <strong>EXACTLY</strong> one general remark containing the text &quot;abc&quot;.</td>
</tr>
<tr>
<td>AirSegment.where(Airline == &quot;AF&quot;).count &lt; 3</td>
<td>Checks that there are <strong>LESS THAN</strong> three AF air segments.</td>
</tr>
<tr>
<td>GeneralRemark.where(FreeFlow contains &quot;abc&quot;).count &lt;= 1</td>
<td>Checks that the number of general remarks containing the text &quot;abc&quot; is <strong>LESS THAN OR EQUAL</strong> to one.</td>
</tr>
<tr>
<td>AirSegment.where(Airline == &quot;AF&quot;).count &gt; 0</td>
<td>Checks that the number of AF air segments is <strong>GREATER THAN</strong> zero.</td>
</tr>
<tr>
<td>GeneralRemark.where(FreeFlow contains &quot;abc&quot;).count &gt;= 1</td>
<td>Checks that the number of general remarks containing the text &quot;abc&quot; is <strong>GREATER THAN OR EQUAL TO</strong> one.</td>
</tr>
<tr>
<td>AirSegment.where(Airline == &quot;AF&quot;).count &lt; 7 AND AirSegment.where(Airline == &quot;AF&quot;).count &gt; 4</td>
<td>Checks that there are <strong>BETWEEN</strong> four and seven AF air segments.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> The number of segments must be <strong>GREATER THAN</strong> four but <strong>LESS THAN</strong> seven.</td>
</tr>
</tbody>
</table>
### Reference: Insert Variables Used in Conditions

<table>
<thead>
<tr>
<th>Insert Variable</th>
<th>Description</th>
<th>Properties of the Insert Variable</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Accounting</strong></td>
<td>Accounting (AI) elements</td>
<td>AccountNumber</td>
<td>Returns the account number.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CostCentre</td>
<td>Returns the cost centre of the accounting (AI).</td>
</tr>
<tr>
<td><strong>AirItinerarySegments</strong></td>
<td>Examines the air segments as a whole instead of looking at one air segment at a time. Most of the properties are calculated dynamically.</td>
<td>DestinationCountryState</td>
<td>Extracts destination country or state code. For example, FR or USNY.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>DestinationAirport</td>
<td>CDG, for example. If it is a round trip, this is the airport for the longest stop-over segment. Otherwise, it is the airport of the last segment.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>OriginCountryState</td>
<td>Extracts origin country or state code for the first segment. For example, FR or USNY.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>RoundTrip</td>
<td>True if this is a round trip.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>OriginAirport</td>
<td>Origin airport. For example: LHR.</td>
</tr>
<tr>
<td><strong>AirSegment</strong></td>
<td>A single air segment element</td>
<td>Airline</td>
<td>Airline code.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Class</td>
<td>Class.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>OffPoint</td>
<td>Destination airport of the segment.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>BoardPoint</td>
<td>Origin airport of the segment.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>OffPointCountryState</td>
<td>Country or state of the destination airport. For example, USNY for JFK or FR for CDG.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>BoardPointCountryState</td>
<td>Country or state of the origin airport. For example, USNY for JFK or FR for CDG.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>DepartureDate</td>
<td>Departure date.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ArrivalDate</td>
<td>Arrival date.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>OffPointCity</td>
<td>City of the destination airport. For example, NYC for JFK or PAR for CDG.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>BoardPointCity</td>
<td>City of the originating airport.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>NumberOfPassengers</td>
<td>Number of passengers on the specific air segment.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>StatusCode</td>
<td>Returns the status code of the air segment.</td>
</tr>
<tr>
<td>Insert Variable</td>
<td>Description</td>
<td>Properties of the Insert Variable</td>
<td>Description</td>
</tr>
<tr>
<td>-----------------</td>
<td>-------------</td>
<td>-----------------------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>CarSegment</td>
<td>CCR elements</td>
<td>Company</td>
<td>Vendor code for each car segment.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Location</td>
<td>Location of the car.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PickUpDate</td>
<td>Date for the car pick up.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>DropOffDate</td>
<td>Date for the car drop off.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TotalCurrencyCode</td>
<td>Currency code (for example, EUR or USD).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TotalRate</td>
<td>Total price for the car rental.</td>
</tr>
<tr>
<td>Contact</td>
<td>AP elements</td>
<td>ContactType</td>
<td>Type of phone elements which corresponds to the third letter of the tag when present (for example, B for APB, E for APE, or X for APX) or empty string when the tag is simply AP (that is, there is no third letter).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ContactText</td>
<td>Free-flow text following the third letter of the tag when present or equal to the current 'Free flow' property when the tag is simply AP.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>FreeFlow</td>
<td>Returns the whole free flow message starting after the AP text (and until the passenger or segment information).</td>
</tr>
<tr>
<td>FormOfPayment</td>
<td>FP items</td>
<td>FormOfPaymentText</td>
<td>Text after the FP command without passenger or segment associations.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CreditCardCompany</td>
<td>Credit card company (for example, AX, VI, or CA).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ManualApprovalCode</td>
<td>Manual approval code for the credit card form of payment (if any).</td>
</tr>
<tr>
<td>Remark</td>
<td>RM, RC, RX, RIF, RII, RIR, RIZ and RQ items</td>
<td>Category</td>
<td>Category of the remarks (for example, for category H it is 'RM H').</td>
</tr>
<tr>
<td></td>
<td></td>
<td>FreeFlow</td>
<td>Whole text of the general remark, after the category information, excluding the passenger and segment associations.</td>
</tr>
<tr>
<td>HotelSegment</td>
<td>HHL elements</td>
<td>ChainCode</td>
<td>Code for the hotel chain.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CheckInDate</td>
<td>Date of the hotel check in.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PropertyName</td>
<td>Name of the property.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TotalRate</td>
<td>Total price.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TotalCurrencyCode</td>
<td>Currency code that the rate is expressed in (for example, EUR or USD).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CheckOutDate</td>
<td>Date of the hotel check out.</td>
</tr>
<tr>
<td>Insert Variable</td>
<td>Description</td>
<td>Properties of the Insert Variable</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>------------------------------------</td>
<td>-----------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>SpecialServiceRequest</td>
<td>SSR elements</td>
<td>SsrElementCode</td>
<td>For example, VGML, XBAG, or INFT.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AirlineCode</td>
<td>Airline code of the element.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>FreeFlow</td>
<td>Text after the status code excluding the passenger or segment associations.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>StatusCode</td>
<td>Status code for the element (for example, HN or HK).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>MembershipNumber</td>
<td>Returns the membership number if it is a SSRFQTV.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>FrequentFlyerAirline</td>
<td>Returns the frequent flyer airline if it is a SSRFQTV.</td>
</tr>
<tr>
<td>TourCode</td>
<td>FT elements</td>
<td>Text</td>
<td>Text after the FT command, excluding the passenger or segment associations.</td>
</tr>
<tr>
<td>TransitionalStoredTicketing</td>
<td>Allows the querying of TST items</td>
<td>TotalCollection</td>
<td>Total fare value of each TST in the Booking File.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>TotalCollectionCurrency</td>
<td>Currency of each total collection (for example, EUR or USD).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>IssueIndicator</td>
<td>Returns the issue indicator from the TST (F for first and R for Reissue).</td>
</tr>
<tr>
<td>ValidatingCarrier</td>
<td>FV elements</td>
<td>Carrier</td>
<td>Airline code.</td>
</tr>
<tr>
<td>OtherServiceInformation</td>
<td>OSI elements</td>
<td>FreeFlow</td>
<td>Text of the OSI to transmit to the airline.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AirlineCode</td>
<td>Airline concerned by the OSI.</td>
</tr>
<tr>
<td>MiscellaneousSegment</td>
<td>Includes HU, TU, RU, SU, IU, CU, and AU segments</td>
<td>Company</td>
<td>Returns the company in charge of the miscellaneous segment. Can be airline or organizations.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>StartingCity</td>
<td>Returns starting and pickup city.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>StartingDate</td>
<td>Returns starting date of the segment with the format DDMMYY.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>EndingDate</td>
<td>Returns ending date of the segment with the format DDMMYY.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>StatusCode</td>
<td>Returns the status code of the segment.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Type</td>
<td>Returns the type of miscellaneous segment.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>FreeFlow</td>
<td>Returns the FreeFlow of miscellaneous segment.</td>
</tr>
<tr>
<td>Insert Variable</td>
<td>Description</td>
<td>Properties of the Insert Variable</td>
<td>Description</td>
</tr>
<tr>
<td>-----------------</td>
<td>-------------</td>
<td>-----------------------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Commission</td>
<td></td>
<td>Value</td>
<td>Extracts the commission from the FM line. When the commission is entered as a percentage, it returns the percentage (for example, 9 for FM 9). When the commission is entered as a fixed amount, it returns the fixed amount without the A indicator (for example, 100.00 for FM 100.00A).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Type</td>
<td>Returns the commission type (FM). Returns A if it is a flat amount, and returns nothing if it is a percentage.</td>
</tr>
<tr>
<td>Ticket</td>
<td>Ticket arrangement</td>
<td>Date</td>
<td>Returns the date of the TK line.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>StatusCode</td>
<td>Returns the status code of the TK element (OK, TL).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>FreeFlow</td>
<td>Returns the free flow of the TK element (the dash is mandatory).</td>
</tr>
<tr>
<td>PNRHeader</td>
<td></td>
<td>OfficeOfResponsibility</td>
<td>The office ID of the office responsible for the Booking File.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>QueuingOffice</td>
<td>Returns the office in which the Booking File is queued.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tags</td>
<td>Returns the list of tags attached to the Booking File.</td>
</tr>
<tr>
<td>ServiceFeeAir</td>
<td></td>
<td>FreeFlow</td>
<td>The free flow of ServiceFeeAir.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Currency</td>
<td>The currency of ServiceFeeAir (RIS).</td>
</tr>
<tr>
<td>AutoTicketNumber</td>
<td></td>
<td>Text</td>
<td>Returns the content of the AutoTicketNumber (FA) element.</td>
</tr>
<tr>
<td>Endorsement</td>
<td></td>
<td>FreeFlow</td>
<td>Returns the free flow of the endorsement element (FE).</td>
</tr>
<tr>
<td>Passenger</td>
<td></td>
<td>Surname</td>
<td>Returns the surname of the passenger.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ID</td>
<td>Returns the passenger ID.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Type</td>
<td>Returns the passenger type code.</td>
</tr>
<tr>
<td>OriginalIssue</td>
<td></td>
<td>Text</td>
<td>Returns the full text of the FO line (except prefix and suffix).</td>
</tr>
<tr>
<td>OptionQueue</td>
<td></td>
<td>Text</td>
<td>Returns the full text of the OP line (except prefix and suffix).</td>
</tr>
</tbody>
</table>
### Reference: Syntax Used in Regular Expressions

<table>
<thead>
<tr>
<th>Character</th>
<th>Description</th>
</tr>
</thead>
</table>
| \ | Marks the next character as either a special character, a literal, a back reference, or an octal escape.  
  For example, \n' matches the character "n".  
  "n' matches a new line character. The sequence \n\n' matches "n" and \n"{" matches "\". |
| ^ | Matches the position at the beginning of the input string. If the RegExp object's Multiline property is set, ^ also matches the position following \n or \r. |
| $ | Matches the position at the end of the input string. If the RegExp object's Multiline property is set, $ also matches the position preceding \n or \r. |
| * | Matches the preceding sub expression zero (or more) times. For example, zo* matches "z" and "zoo". * is equivalent to {0,}. |
| + | Matches the preceding sub expression one or more times. For example, 'zo+' matches "zo" and "zoo", but not "z". + is equivalent to {1,}. |
| ? | Matches the preceding sub expression zero or one time. For example, "do(es)?" matches the "do" in "do" or "does". ? is equivalent to {0,1}. |
| {n} | n is a nonnegative integer. Matches exactly n times. For example, 'o{2}' does not match the 'o' in "Bob," but matches the two o's in "food". |
| {n,m} | m and n are nonnegative integers, where n<=m. Matches at least n and at most m times. For example, "o{1,3}" matches the first three o's in "fooooood". 'o{0,1}' is equivalent to 'o?'. Note that you cannot put a space between the comma and the numbers. |
| ? | When this character immediately follows any of the other quantifiers (*, +, ?, {n}, {n,m}), the matching pattern is non-greedy. A non-greedy pattern matches as little of the searched string as possible, whereas the default greedy pattern matches as much of the searched string as possible. For example, in the string "oooo", 'o+?' matches a single "o", while 'o*?' matches all "o"s. |
| . | Matches any single character except "\n". To match any character including the 'n', use a pattern such as '.\n'. |
| x|y | Matches either x or y. For example, 'z'|food' matches "z" or "food".  
  '{z}|food' matches "zood" or "food". |
<p>| [xyz] | A character set. Matches any one of the enclosed characters. For example, '[abc]' matches the 'a' in &quot;plain&quot;. |
| [^xyz] | A negative character set. Matches any character not enclosed. For example, '[^abc]' matches the 'p' in &quot;plain&quot;. |
| [a-z] | A range of characters. Matches any character in the specified range. For example, '[a-z]' matches any lowercase alphabetic character in the range 'a' through 'z'. |
| [^a-z] | A negative range characters. Matches any character not in the specified range. For example, '[^a-z]' matches any character not in the range 'a' through 'z'. |</p>
<table>
<thead>
<tr>
<th>Character</th>
<th>Description</th>
</tr>
</thead>
</table>
| \\b      | Matches a word boundary, that is, the position between a word and a space. For example, ‘er\\b’ matches the ‘er’ in “never” but not the ‘er’ in “verb”.
| \\B      | Matches a non-word boundary. ‘er\\B’ matches the ‘er’ in “verb” but not the ‘er’ in “never”.
| \\cx     | Matches the control character indicated by x. For example, \\cM matches a Control-M or carriage return character. The value of x must be in the range of A-Z or a-z. If not, c is assumed to be a literal ‘c’ character.
| \\d      | Matches a digit character. Equivalent to [0-9].
| \\D      | Matches a non-digit character. Equivalent to [^0-9].
| \\f      | Matches a form-feed character. Equivalent to \\x0c and \\cL.

What Are the Prerequisites for Accessing Quality Monitor?

The optional Productivity Suite module must be activated by a site parameter before you can access Quality Monitor.

How to Access Quality Monitor

On the Tools menu of Selling Platform Connect, expand Productivity Suite and click on Quality Monitor.

Using Autocomplete

What Is Autocomplete?

Autocomplete is a feature that automatically completes the statements you are typing in the Advanced Language Editor or Quality Monitor Editor. Inside the editor you can display a list of available proposals and select the appropriate statement instead of manually typing it.

![Autocomplete Example]

How to Display Autocomplete

1. Place the cursor on a line in the editor.
2. Press Ctrl+space bar.
3. To display more specific proposals based on alphabetical filtering, enter the first letter of the statement and press Ctrl+space bar.

The available autocomplete proposals are displayed.
How to Select a Proposed Statement in Autocomplete

1. To highlight a proposal, press the up-arrow or down-arrow key.
2. To select a proposal, press Enter when the proposal is highlighted. Alternatively, use the mouse to highlight and select a proposal.

How Does Autocomplete Work With Insert Variables?

You can display autocomplete for an insert variable and for the property of the insert variable.

**Example Instruction:**

```java
if (AirSegment.where(Airline == "AF").count>=1
```

In this example, autocomplete is available for the 'AirSegment' insert variable and the 'Airline' property of that variable.

How to Display Autocomplete for Insert Variables

1. Place the cursor within the brackets of the if condition and press Ctrl+space bar.
   All supported insert variables are displayed.
2. Select a variable.
3. Place the cursor within the brackets after the 'where' clause of the variable and press Ctrl+space bar.
   All properties associated with the insert variable are displayed.

Which Quality Monitor Statements Are Supported by Autocomplete?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Text Inserted when Selected</th>
</tr>
</thead>
<tbody>
<tr>
<td>if</td>
<td>if (condition) {</td>
</tr>
<tr>
<td></td>
<td>}</td>
</tr>
<tr>
<td>when</td>
<td>when (&quot;&quot;&quot;) {</td>
</tr>
<tr>
<td></td>
<td>}</td>
</tr>
<tr>
<td>choose when</td>
<td>choose &quot;&quot; {</td>
</tr>
<tr>
<td></td>
<td>when (&quot;&quot;&quot;) {</td>
</tr>
<tr>
<td></td>
<td>when (&quot;&quot;&quot;) {</td>
</tr>
<tr>
<td></td>
<td>}</td>
</tr>
<tr>
<td></td>
<td>}</td>
</tr>
<tr>
<td>send</td>
<td>send &quot;COMMAND&quot;</td>
</tr>
<tr>
<td>send auto</td>
<td>send auto &quot;COMMAND&quot;</td>
</tr>
<tr>
<td>call</td>
<td>call &quot;NAME&quot;</td>
</tr>
<tr>
<td>set status</td>
<td>set status &quot;WARNING&quot;</td>
</tr>
</tbody>
</table>

**Note:** The statuses (INFO, WARNING, BLOCKING) are also supported by Autocomplete.
How to Exit Autocomplete

Press Esc or the left-arrow or right-arrow key.

Or:

Click outside the autocomplete suggestion area.

Or:

Select a proposal.

Creating and Managing Quality Monitor Rules

What Are the Elements of a Quality Monitor Rule?

<table>
<thead>
<tr>
<th>Element</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rule name</td>
<td>The name of the Quality Monitor rule.</td>
</tr>
<tr>
<td>Description</td>
<td>An optional description of the rule.</td>
</tr>
<tr>
<td>Trigger Command</td>
<td>The cryptic command or its equivalent graphical action that triggers the Quality Monitor checks defined in the rule. Note: Each command or action belongs to a specific triggering command family. For example, TTP belongs to the Ticketing family.</td>
</tr>
<tr>
<td>Check name</td>
<td>The name of each check. This name is displayed in the Quality Monitor checklist.</td>
</tr>
<tr>
<td>Check message</td>
<td>An optional generic message that can provide more information for each check. This message is displayed in the check overlay.</td>
</tr>
<tr>
<td>Check definition</td>
<td>The set of conditions and instructions that define the behaviour of each check. You create check definitions using the Quality Monitor Language.</td>
</tr>
</tbody>
</table>

For more information, see Managing Checks and Trigger Commands on page 333.

How to Create a Quality Monitor Rule

1. In the Quality Monitor Rules list, click on New.
   The Quality Monitor Editor opens and allows you to complete the required fields for the rule.

2. Enter a name and first check as a minimum. The name of the rule must be unique.
   For details on checks, refer to Managing Checks and Trigger Commands on page 333.
   Note: For security reasons, do not enter credit card information in Quality Monitor. For more information, see How Is Credit Card Information Stored in Productivity Suite? on page 275.
3. To activate the rule, select the **Activate this Rule** check box.
   
   Activation allows the rule to be applied to a Booking File when a cryptic command or its equivalent graphical action from their corresponding trigger family is used or the next time the **Check All** link in the Quality Monitor checklist is clicked.
   
   **Note:** By default, the rule will be saved with a deactivated status.

4. Click on **Save**.
   
   The new rule is added to the **Quality Monitor Rules** list.

---

### How to Create a New Quality Monitor Rule from an Existing Rule

1. In the **Quality Monitor Rules** list, select the rule that you want to copy and click on **Copy to New**.
   
   The new rule opens in the **Quality Monitor Editor**. The name field contains the string "Copy of <name of the selected rule>" and the other fields are prefilled with data from the existing rule.

2. Edit the rule as required.

3. Click on **Save**.

4. To return to the **Quality Monitor Rules** list, click on **Close**.

---

### Example: Quality Monitor Rule for Form of Payment

**2. Form of Payment**

<table>
<thead>
<tr>
<th>If (FormOfPayment.count == 0)</th>
</tr>
</thead>
<tbody>
<tr>
<td>set status WARNING</td>
</tr>
<tr>
<td>choose &quot;Use one of the following options to add a Form of Payment&quot;</td>
</tr>
<tr>
<td>when (&quot;Call a Smart Flow to add a credit card&quot;)</td>
</tr>
<tr>
<td>when (&quot;Send cryptic command for Cash&quot;)</td>
</tr>
<tr>
<td>when (&quot;Send cryptic command for Cheque&quot;)</td>
</tr>
</tbody>
</table>

This rule checks for an FOP element in the PNR. If no FOP is found, a warning is displayed with options to send cryptic commands to add a FOP either as cheque or as cash. Alternatively, the user can also add a credit card by calling a Smart Flow.

### Example: Quality Monitor Rule for Fax or Email Contact

**1. Check for fax or email**

<table>
<thead>
<tr>
<th>If (Contact.where(ContactType == &quot;E&quot; OR ContactType == &quot;F&quot;).count == 0)</th>
</tr>
</thead>
<tbody>
<tr>
<td>set status WARNING</td>
</tr>
<tr>
<td>choose &quot;Use one the options to add a fax number or email address&quot;</td>
</tr>
<tr>
<td>when (&quot;Call a Smart Flow to add a fax number&quot;)</td>
</tr>
<tr>
<td>when (&quot;Call a Smart Flow to add an email address&quot;)</td>
</tr>
</tbody>
</table>

This rule checks for a fax number or email address in the PNR. If no fax number or email address is found, a warning is displayed with options to add one.
This rule checks for an email address or fax contact element in the PNR. If no contact is found, a warning is displayed with options to either call a Smart Flow to add a fax number or call a Smart Flow to add an email address.

After a contact is added for the passenger, the if condition becomes false and the check is successful.

**Example: Quality Monitor Rule for ESTA Warning**

**Rule Purpose**

If the origin of an air segment is FR and the destination is US, automatically send a remark warning that a valid ESTA is required for entry to the US.

**Rule Definition**

```plaintext
if (AirSegment.where(BoardPointCountryState=="FR").count>0 AND AirSegment.where(OffPointCountryState CONTAINS "US").count>0) {
    set status WARNING
    send auto "RIR REMEMBER YOU WILL NEED A VALID ESTA TO ENTER THE US" }
```

**Example: Quality Monitor Rule for Hotel Booking Suggestion**

**Rule Purpose**

If there is at least one air segment, no hotel segments and no remark indicating that hotel booking is not required, ask the user if hotel booking is required.

- When the answer is Yes, prompt the user to search for hotels.
- When the answer is No, send a remark indicating that hotel booking is not required.

**Rule Definition**

```plaintext
if (AirSegment.count>=1 AND HotelSegment.count==0 AND GeneralRemark.where(FreeFlow CONTAINS "Hotel no needed").count==0) {
    set status WARNING
    choose "Does your traveller need accommodation?" {
    when ("Yes - Please search for available hotels using the Hotels module in Sell Connect") {
    }
    when ("No") {
    send "RM Hotel not needed"
    }
    }
    }
How to Open a Quality Monitor Rule
1. In the Quality Monitor Rules list, select the rule you want to open.
2. Click on Open.

How to Edit a Quality Monitor Rule
1. Select the rule in the Quality Monitor Rules list and click on Open.
2. Update the rule as required and click on Save.

Note: If you are deleting commands from a rule, at least one command must be present.

How to Activate a Quality Monitor Rule
1. Select the non-active rule in the Quality Monitor Rules list.
2. Click on Activate.

You can also activate a rule in the Quality Monitor Editor by selecting the Activate this Rule check box.

The activated rule is then applied to a Booking File when a cryptic command or its equivalent graphical action from their corresponding trigger family is used or the next time the Check All link in the Quality Monitor checklist is clicked.

How to Deactivate a Quality Monitor Rule
1. Select the active rule in the Quality Monitor Rules list.
2. Click on Deactivate.

The deactivated rule is greyed out in the Quality Monitor Rules list. The checks in the rule will not appear in the Quality Monitor checklist, and they will not be executed when a command or graphical action from their corresponding trigger family is used or when the Check All link in the Quality Monitor checklist is clicked.

How to Delete a Quality Monitor Rule

Note: You must be an office administrator to delete a shared or office rule. If you delete a shared rule, it is deleted from all offices that it was shared with.
1. Select the rule in the Quality Monitor Rules list.
2. Click on Delete.
3. In the Delete Rule pop-up window, click on Delete.

Video: How to Create a Quality Monitor Rule
Launch
Managing Checks and Trigger Commands

**What Is a Check?**

A check verifies if a condition in a Booking File is true or false during the execution of Quality Monitor.

The check can also define the corrective action when the condition is true. After Quality Monitor is executed, the booking flow is interrupted by a message or blocked, in which case the user must perform the corrective action in the Booking File or Command page.

You can also define checks for information purposes only. These checks have no conditions so they are always true for every Booking File.

**What Is the Quality Monitor Checklist?**

In the Booking File and Command page, all the active checks are displayed to the user in the Quality Monitor checklist.

For example:

![Quality Monitor Checklist]

The checks are ordered according to their status severity, starting with the most severe. The current status of each check is indicated by icon and colour. For more information, see *What Are the Statuses of a Check?* on page 335.

If an error occurs during Quality Monitor execution, the top of the checklist shows:

- An error message.
- The name of the relevant check, as a link. You can click on this link to display the corresponding check overlay.

**What Is a Trigger Command?**

A trigger command is a cryptic command or equivalent graphical action that is used to trigger a rule. Each trigger and its equivalent action belong to a specific trigger command family, and only specific commands and actions are defined for each family.

The trigger family is defined in the **Trigger** field of the **Quality Monitor Editor**.

When a trigger command is entered or its equivalent graphical action performed, only the rules defined for that trigger command are executed.
Any rules defined for other command families are not executed. Therefore, these rules remain in the same state as they were prior to the execution of the trigger command. You must click on the **Check All** link in the Quality Monitor checklist to see the most recent state of the checks.

### What Are the Trigger Commands in Cryptic and Graphic?

<table>
<thead>
<tr>
<th>Command Family</th>
<th>Command</th>
<th>Graphical Equivalent</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>End of Transaction</td>
<td>BT</td>
<td>Not yet available.</td>
<td>Create IMR.</td>
</tr>
<tr>
<td></td>
<td>ER</td>
<td>Click on <strong>Save and Confirm (ER)</strong> or click on the <strong>Save</strong> icon at the top of the Booking File.</td>
<td>Save and Redisplay.</td>
</tr>
<tr>
<td></td>
<td>ERK</td>
<td>Click on <strong>Save and Confirm (ER)</strong> and select <strong>Save and Change Status (ERK)</strong>.</td>
<td>Save, Changes code, Redisplay.</td>
</tr>
<tr>
<td></td>
<td>ET</td>
<td>Click on the <strong>Close</strong> button of the Booking File and then click on <strong>Save</strong> in the <strong>Close</strong> pop-up window.</td>
<td>Save, Remove.</td>
</tr>
<tr>
<td></td>
<td>ETK</td>
<td>Click on the <strong>Close</strong> button of Command page and then select <strong>Change advice codes (ETK)</strong> in the <strong>Close Command Page</strong> pop-up window.</td>
<td>Save, Change code, Remove.</td>
</tr>
<tr>
<td></td>
<td>QE</td>
<td>Click on <strong>Place on Queue</strong> and then click on the <strong>OK</strong> button in the <strong>Place PNR on Queue</strong> pop-up window.</td>
<td>Place on queue.</td>
</tr>
<tr>
<td></td>
<td>QF</td>
<td>Not yet available.</td>
<td>Save, Remove from queue.</td>
</tr>
<tr>
<td></td>
<td>QFR</td>
<td>Not yet available.</td>
<td>Save, Remove from queue, Retrieve.</td>
</tr>
<tr>
<td></td>
<td>QM</td>
<td>Not yet available.</td>
<td>Place on multiple queues.</td>
</tr>
<tr>
<td>Ticketing</td>
<td>TTP</td>
<td>Click on <strong>Issue</strong> for an e-ticket selection.</td>
<td>Issue tickets.</td>
</tr>
<tr>
<td></td>
<td>TTR</td>
<td>Not yet available.</td>
<td>Reprint coupons.</td>
</tr>
<tr>
<td></td>
<td>TTM</td>
<td>Click on <strong>Issue</strong> for an EMD selection.</td>
<td>Print MCO.</td>
</tr>
<tr>
<td></td>
<td>INE</td>
<td>Not yet available.</td>
<td>Print invoice, extended.</td>
</tr>
<tr>
<td></td>
<td>INV</td>
<td>Not yet available.</td>
<td>Print invoice.</td>
</tr>
<tr>
<td></td>
<td>IMP</td>
<td>Click on <strong>Print/Email/Fax itinerary</strong> in the <strong>Itinerary</strong> section of the Booking File.</td>
<td>Print itinerary.</td>
</tr>
<tr>
<td></td>
<td>ITR</td>
<td>Click on <strong>Print/Email/Fax Document Receipt</strong> in the <strong>E-Ticket and EMD</strong> section of the Booking File.</td>
<td>E-ticket itinerary receipt.</td>
</tr>
<tr>
<td></td>
<td>TRDC</td>
<td>Click on the <strong>Void</strong> button in the <strong>Void E-Ticket or Void E-Ticket/EMD/TASF</strong> pop-up window.</td>
<td>Cancel ticket refund.</td>
</tr>
</tbody>
</table>
### Command Family Table

<table>
<thead>
<tr>
<th>Command Family</th>
<th>Command</th>
<th>Graphical Equivalent</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TRFP</td>
<td>Click on the <strong>Refund Now</strong> button in the <strong>Refund</strong> pop-up window or click on <strong>Continue to Refund Record</strong> in the <strong>Refund</strong> pop-up window and then click on the <strong>Save and Confirm</strong> button.</td>
<td>Process and print ticket refund.</td>
<td></td>
</tr>
<tr>
<td>Pricing</td>
<td>FXP</td>
<td>Selection of <strong>Price with TST (FXP)</strong> in the <strong>Air Pricing</strong> page.</td>
<td>Price PNR and create TST.</td>
</tr>
<tr>
<td></td>
<td>FXU</td>
<td>Choice of a lower fares option (for example, FXA) in the <strong>Air Pricing</strong> page, selection of a fare and click on <strong>Create and Confirm TST</strong>.</td>
<td>Re-book using specific fare, Create TST.</td>
</tr>
<tr>
<td></td>
<td>FXB</td>
<td>Selection of <strong>Book Lowest Fare with TST (FXB)</strong> in the <strong>Air Pricing</strong> page.</td>
<td>Re-book using lowest fare, Create TST.</td>
</tr>
</tbody>
</table>

### What Are the Statuses of a Check?

<table>
<thead>
<tr>
<th>Status Severity</th>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Blocking</td>
<td>If the condition for the check is true when Quality Monitor is executed, the check is displayed with a Blocking status. The state varies between Warning and Blocking depending on whether or not a trigger has been sent. A warning only turns into a blocking state when a trigger command (such as ET or ETK) from the trigger family is entered. A blocking state check will block the Booking File. Therefore, the user must correct it before continuing with the associated trigger command. For example, if the check is defined for a pricing trigger command, the user cannot price until the blocking state is fixed. If the user mouseovers the Blocking state check, an overlay is displayed. If the user clicks on the check, the <strong>Validate</strong> button on the overlay display can be used to launch corrective actions. In the Quality Monitor checklist, checks with a Blocking status appear in red and are preceded by the ( \times ) icon. <strong>Note:</strong> If a check has the Blocking status when the user tries to save a Booking File, an error message also appears advising the user to check the Quality Monitor checklist.</td>
</tr>
<tr>
<td>2</td>
<td>Warning</td>
<td>In the editor, a check is defined as a warning using the <strong>set status</strong> instruction. If the condition for the check is true when Quality Monitor is executed, the check is displayed with a Warning status. A Warning state is also called a Non-blocking state, which means that this check will not block the Booking File. Therefore, the user can continue with the booking without having to take any immediate action. If the user mouseovers the Warning state check, an overlay is displayed. If the user clicks on the check, the <strong>Validate</strong> button on the overlay display can be used to launch corrective actions. Refer to What Are the Corrective Actions for a Check? on page 336. In the Quality Monitor checklist, checks with a Warning status appear in blue and are preceded by the ( \Delta ) icon.</td>
</tr>
</tbody>
</table>
### Status Severity

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Information If the condition for the check is true when Quality Monitor is executed (or there is no condition in the check), the check is displayed with an INFO status. This state will not block the Booking File. If the user mouseovers the Information state check, an overlay is displayed. If the user clicks on the check, the <strong>Validate</strong> button can be used to launch corrective actions. In the Quality Monitor checklist, checks with an Information status appear in blue and are preceded by the ⚙ icon.</td>
</tr>
<tr>
<td>4</td>
<td>Unchecked   This is the state of a check immediately after the user opens a Booking File and before Quality Monitor is executed for the first time. It is also the state of a check if the checklist is refreshed by an Ignore or End Transaction. If the Booking File is empty and the user click on the <strong>Check All</strong> link in the Quality Monitor checklist, every check remains in an unchecked state.</td>
</tr>
<tr>
<td>5</td>
<td>Success     This is the state of a check when its condition is evaluated as false during the last execution of Quality Monitor. In the Quality Monitor checklist, checks with a Success status are preceded by the ✅ icon.</td>
</tr>
</tbody>
</table>

### What Are the Corrective Actions for a Check?

#### Manual Corrective Action

If the state of a check for a Booking File is Information, Warning or Blocking, corrective actions are displayed when the user clicks on or mouseovers the check.

The actions only appear if you use the **choose... when** statements when defining the check.

You can choose to:

- Call an existing office Smart Flow (a personal Smart Flow cannot be called).
- Call an existing Smart Tool (the Smart Tool must already be available in Selling Platform Connect).
- Send an editable cryptic command.

**Note:** When a corrective action is performed, Quality Monitor is not triggered automatically. The user must perform a manual check by clicking on the **Check All** link in the Quality Monitor checklist to refresh the state of each check.

#### Editing a Cryptic Command for a Manual Corrective Action

The command that was included in inverted commas after the **send** instruction appears in the editable text field of the corrective action overlay. The user can edit this command before sending it.

However, if the text field is left empty after editing, no cryptic command is sent when the user clicks on **Validate** in the overlay.
Automatic Corrective Action

Corrective actions can also be launched automatically if you use a send auto statement when creating the rule.

The relevant cryptic command is automatically sent during Quality Monitor execution, and each command that is sent is displayed with its cryptic response in the Command page.

How to Launch a Corrective Action for a Check

If there is only one corrective action possible for the check

In the Quality Monitor checklist, click on the icon for the check.

If there are multiple corrective actions possible for the check

1. In the Quality Monitor checklist, click on the check.
2. Choose a corrective action in the overlay:
   - Call an existing office Smart Flow. If you try to call a personal or non-existing Smart Flow, you will receive an error.
   - Call an existing Smart Tool. If you try to call a Smart Tool that is not available in Selling Platform Connect, you will receive an error.
   - Send a cryptic command. Before you send the command, you can edit it using the field provided.
3. Click on Validate.

How to Add Checks to a New Quality Monitor Rule

1. In the Quality Monitor list, click on New.
2. In the Quality Monitor Editor, complete the required fields for the new rule.

For each check you want to add:

3. Click on the Add Check link.
4. Enter the check name and message.
   The check name will be displayed in the Quality Monitor checklist and the message will be displayed on the check overlay.
5. Enter the check definition.
   Note: To add variables in your definition, use the Autocomplete feature. For information, see Using Autocomplete on page 327.
For examples of defining checks in Quality Monitor rules, see:
- Example: Quality Monitor Rule for Form of Payment on page 330
- Example: Quality Monitor Rule for Fax or Email Contact on page 330
- Example: Quality Monitor Rule for ESTA Warning on page 331
- Example: Quality Monitor Rule for Hotel Booking Suggestion on page 331

You can add up to 10 checks to a rule. To define more than 10 checks, split them between two rules.

**How to Add Checks to an Existing Quality Monitor Rule**

1. In the Quality Monitor list, select the rule you want to add a check to and click on New.

For each check you want to add:

2. In the Quality Monitor Editor, click on the Add Check link and enter the check name and message.

3. Enter the check definition.

   **Note:** To add variables in your definition, use the Autocomplete feature. For information, see Using Autocomplete on page 327.

You can add up to 10 checks to a rule. To define more than 10 checks, split them between two rules.

**How to Change the Order of Checks for a Quality Monitor Rule**

**Note:** If you change the order of checks for a rule, it changes the order in which the checks are displayed and executed in Quality Monitor.

1. Open the rule in the Quality Monitor Editor. See How to Open a Quality Monitor Rule on page 332.

2. Mouseover the check to see the Up and Down options.

   These options are available for both expanded and collapsed checks.

3. Click on Down for the check you want to move down and click on Up for the check you want to move up in the checklist.

   The check that has been moved is highlighted briefly.

4. Click on Save.

The order of the checks is updated in the Quality Monitor checklist.

**How to Delete a Check from a Quality Monitor Rule**

With the rule open in the Quality Monitor Editor, click on Delete beside the rule you want to delete.

**Note:** If there is only one check for the rule, you cannot delete it because a single check is mandatory for all rules.
Chapter 15
Sales Report

Getting Started With Sales Report

What Is Sales Report?

Sales Report allows you to display sales information and accounting statistics about the transactions that are stored in the document database. Sales Report data is stored for a maximum of 45 days.

Several types of report are available. The output of each report is defined using report options.

How to Access Sales Report

Expand the Tools menu on the Main page and click on Sales Report.
How to Display a Report

1. Expand the Sales Report menu and click on the report that you want to display.
2. If the report information is not displayed by default, enter the required information. If you want to modify the report display, refer to How to Modify the Report Display below.
3. Click on Display Report.

How to Export a Report as an Excel File

1. Expand the Sales Report menu and click on the report that you want to export.

How to Modify the Report Display

1. In Your Report Options, click on Add or Change Your Report Options.
2. Select or clear the relevant options and click on Apply These Options.
3. Enter the required information and click on Display Report.

Understanding the Types of Sales Report

What Is the Query Report?

The Query Report contains a list of all documents that were issued or refunded for a single date or date range.

The report includes the total fare, taxes, fees and commission.

Explanation: Query Report

<table>
<thead>
<tr>
<th>AGY NO</th>
<th>SEQ NO</th>
<th>A/L DOC NUMBER</th>
<th>TOTAL DOC</th>
<th>TAX</th>
<th>FEE</th>
<th>COMM</th>
<th>FP</th>
<th>PAX NAME</th>
<th>AS</th>
<th>RLOC</th>
<th>TREC</th>
</tr>
</thead>
<tbody>
<tr>
<td>12345675</td>
<td>000239*125</td>
<td>9562519002</td>
<td>590.51</td>
<td>53.51</td>
<td>0.00</td>
<td>0.00</td>
<td>CC</td>
<td>TEST/ALE</td>
<td>SD</td>
<td>5B3Q21 T05F</td>
<td></td>
</tr>
<tr>
<td>000239*125</td>
<td>9562519003</td>
<td>590.51</td>
<td>53.51</td>
<td>0.00</td>
<td>0.00</td>
<td>CC</td>
<td>TEST/ALE</td>
<td>SD</td>
<td>5B3Q21 T05F</td>
<td></td>
<td></td>
</tr>
<tr>
<td>000239*125</td>
<td>9562519004</td>
<td>590.51</td>
<td>53.51</td>
<td>0.00</td>
<td>0.00</td>
<td>CC</td>
<td>TEST/ALE</td>
<td>SD</td>
<td>5B3Q21 T05F</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. The document sequence number of the transaction, from 00001 to 99999. An asterisk after the sequence number indicates that the sale has been confirmed.
2. The three-character code for the validating airline of that document.
3. The 10-digit document number.
The form of payment: either CA for cash or check, CC for credit card payment, MX for multiple forms of payment (cash and credit card), or NR for net remit.

The last two characters of the agent sign of the issuing agent.

The four-character transaction code.

What Is the Net Remit Report?

The Net Remit Report provides a list of all documents that were issued using an incentive ticketing method such as nego, IT/BT or net remit. The report shows all documents issued for a single day or date range. The selling fare, net fare, commission and the remit amount are included in the report.

Explanation: Net Remit Report

<table>
<thead>
<tr>
<th>SYSTEM RESPONSE:</th>
</tr>
</thead>
<tbody>
<tr>
<td>AGY NO - 91206041</td>
</tr>
<tr>
<td>OFFICE - BNU1235E</td>
</tr>
<tr>
<td>AGENT - 0001AA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SEQ NO</th>
<th>A/L DOC NUMBER</th>
<th>SELLING</th>
<th>NET</th>
<th>COMM</th>
<th>TOUR CODE</th>
<th>REMIT AMT</th>
</tr>
</thead>
<tbody>
<tr>
<td>000968</td>
<td>057 9163471884</td>
<td>465.00</td>
<td>420.00</td>
<td>25.00</td>
<td>IT4MAD170</td>
<td>395.00</td>
</tr>
<tr>
<td>000969</td>
<td>057 9163471885</td>
<td>405.00</td>
<td>N/A</td>
<td>0.00</td>
<td>BT4AB123</td>
<td>N/A</td>
</tr>
<tr>
<td>000971</td>
<td>057 9163471887</td>
<td>281.00</td>
<td>N/A</td>
<td>22.68</td>
<td>IT</td>
<td>N/A</td>
</tr>
<tr>
<td>057</td>
<td>9163471888</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>000975</td>
<td>057 9163471892</td>
<td>405.00</td>
<td>N/A</td>
<td>33.84</td>
<td>IT</td>
<td>N/A</td>
</tr>
</tbody>
</table>

1. The document sequence number of the transaction, from 00001 to 99999. An asterisk after the sequence number indicates that the sale has been confirmed.
2. The three-character code for the validating airline of that document.
3. The 10-digit document number.
4. The tour code. If a sale has been cancelled, this field remains blank.
5. The remit amount, which is the difference between the net amount and the commission amount. If the net amount is zero, then 'N/A' is displayed. If a sale has been cancelled, this field remains blank.

A conjunction ticket is displayed with blanks in all columns except for the REMIT AMT amount column where CNJ for conjunction ticket is displayed.

If the selling or the net amount exceeds 10 characters, the system truncates the amount and displays a T for truncated in the last position of the field. The same applies for the commission and remit amounts if they exceed nine characters.
What Is the Transaction Report?

The Transaction Report provides additional ticketing information for any document that is listed in the Query Report. You must first obtain the document number from the Query Report before you can display a Transaction Report for that document.

The Transaction Report displays the credit, tax, cash and commission amounts from the Query Report.

Explanation: Transaction Report

1. The document type can be:
   - OPATB SALE  (OP)ATB Ticket Sale
   - CANX SALE  Cancelled Sale
   - MAN TKT SALE  Manual (OP)TAT Ticket Sale
   - ELEC TKT SALE  Electronic Ticket Sale
   - TOUR ORDER  Manually Registered Tour Order
   - MAN PTA  Manually Registered PTA
   - MAN MCO  Manually Registered MCO
   - AUTO MCO  Automated MCO
   - AUTO XSB  Automated Excess Baggage Ticket
   - MAN XSB  Manually Registered Excess Baggage Ticket
   - ACM  Agent Credit Memos
   - ADM  Agent Debit Memos
   - RECALL COM  Recall Commission Statement
   - NOTICE  Refund with Refund Exchange Notice MAN REN
   - AUTO DEDUCT  Agent Automated Deduction

2. Airline numeric code and stock provider.

3. The credit, cash, tax, fees and commission amounts from the Query report.
What Is the Daily Report?

The Daily Report provides a summary of all sales that were collected and refunded during a single day.

The sales, refunds and resulting balance are reported by cash, credit and combined cash/credit totals, and also by individual form-of-payment type. Adjustment totals are also displayed in some markets. The report also shows the number of documents issued and cancelled by document type.

**Explanation: Daily Report**

<table>
<thead>
<tr>
<th>AGY NO - 23205980</th>
<th>DAILY REPORT 09MAY</th>
<th>CURRENCY EUR</th>
</tr>
</thead>
<tbody>
<tr>
<td>OFFICE - NCE1A098R</td>
<td>0102BE</td>
<td>09 MAY 2009</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PAYMENTS X DOCUM</th>
<th>SALES</th>
<th>REFUNDS</th>
<th>BALANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>FARE AMOUNT CA</td>
<td>21433.00</td>
<td>2285.00-</td>
<td>19148.00</td>
</tr>
<tr>
<td>TAX AMOUNT CA</td>
<td>543.84</td>
<td>106.72-</td>
<td>437.12</td>
</tr>
<tr>
<td>FEE AMOUNT CA</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>DOC AMOUNT CA</td>
<td>21976.84</td>
<td>2391.72-</td>
<td>19585.12</td>
</tr>
<tr>
<td>COMM AMOUNT CA</td>
<td>883.43-</td>
<td>109.25</td>
<td>774.18-</td>
</tr>
<tr>
<td>REMIT AMOUNT CA</td>
<td>21093.41</td>
<td>2282.47-</td>
<td>18810.94</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PAYMENTS X DOCUM</th>
<th>SALES</th>
<th>REFUNDS</th>
<th>BALANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>FARE AMOUNT CC</td>
<td>3279.00</td>
<td>0.00</td>
<td>3279.00</td>
</tr>
<tr>
<td>TAX AMOUNT CC</td>
<td>80.00</td>
<td>0.00</td>
<td>80.00</td>
</tr>
<tr>
<td>FEE AMOUNT CC</td>
<td>20.00</td>
<td>0.00</td>
<td>20.00</td>
</tr>
<tr>
<td>DOC AMOUNT CC</td>
<td>3379.00</td>
<td>0.00</td>
<td>3379.00</td>
</tr>
<tr>
<td>COMM AMOUNT CC</td>
<td>143.74-</td>
<td>0.00</td>
<td>143.74-</td>
</tr>
<tr>
<td>REMIT AMOUNT CC</td>
<td>163.74-</td>
<td>0.00</td>
<td>163.74-</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PAYMENTS X DOCUM</th>
<th>SALES</th>
<th>REFUNDS</th>
<th>BALANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>FARE AMOUNT TOT</td>
<td>24712.00</td>
<td>2285.00-</td>
<td>22427.00</td>
</tr>
<tr>
<td>TAX AMOUNT TOT</td>
<td>623.84</td>
<td>106.72-</td>
<td>517.12</td>
</tr>
<tr>
<td>FEE AMOUNT TOT</td>
<td>20.00</td>
<td>0.00</td>
<td>20.00</td>
</tr>
<tr>
<td>DOC AMOUNT TOT</td>
<td>25355.84</td>
<td>2391.72-</td>
<td>22964.12</td>
</tr>
<tr>
<td>COMM AMOUNT TOT</td>
<td>1027.17-</td>
<td>109.25</td>
<td>917.92-</td>
</tr>
<tr>
<td>REMIT AMOUNT TOT</td>
<td>20969.67</td>
<td>2282.47-</td>
<td>18687.20</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FORM OF PAYMENTS</th>
<th>SALES</th>
<th>REFUNDS</th>
<th>BALANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>CA/CASH</td>
<td>16824.12</td>
<td>2391.72-</td>
<td>14432.40</td>
</tr>
<tr>
<td>CA/CHECK</td>
<td>5152.72</td>
<td>0.00</td>
<td>5152.72</td>
</tr>
<tr>
<td>CC/CCDC</td>
<td>3379.00</td>
<td>0.00</td>
<td>3379.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DOCUMENT VOLUME</th>
<th>ISSUED</th>
<th>CANCELLED</th>
<th>SOLD</th>
<th>AMT</th>
<th>DOC</th>
<th>SOLD</th>
</tr>
</thead>
<tbody>
<tr>
<td>AUTO MCO</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>135.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RFND</td>
<td>3</td>
<td>1</td>
<td>2</td>
<td>2391.72</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ELECTRONIC</td>
<td>11</td>
<td>0</td>
<td>11</td>
<td>25220.84</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MANUAL TKT</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>0.00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. Report header
2. Sales values
3. Refunds values
4. Balance (sales minus refunds)
5. Breakdown by cash (cash and cheques)
What Is the Summary Sales Period Report?

The Summary Sales Period Report provides a summary of all sales that were collected and refunded during a sales period.

The sales, refunds and resulting balance are reported by cash, credit and combined cash/credit totals, and also by individual form-of-payment type. Adjustment totals are also displayed in some markets. The report also shows the number of documents issued and cancelled by document type.
**Explanation: Summary Sales Period Report**

<table>
<thead>
<tr>
<th>AGY NO</th>
<th>SUMMARY REPORT</th>
<th>CURRENCY</th>
<th>EUR</th>
</tr>
</thead>
<tbody>
<tr>
<td>OFFICE</td>
<td>NCE1A098R</td>
<td>SALE PERIOD</td>
<td>09 MAY 2009</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PAYMENTS X DOCUM</th>
<th>SALES</th>
<th>REFUNDS</th>
<th>BALANCE</th>
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<td>21433.00</td>
<td>2285.00</td>
<td>19148.00</td>
</tr>
<tr>
<td>TAX AMOUNT CA</td>
<td>543.84</td>
<td>106.72</td>
<td>437.12</td>
</tr>
<tr>
<td>FEE AMOUNT CA</td>
<td>0.00</td>
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<td>DOC AMOUNT CA</td>
<td>21976.84</td>
<td>2391.72</td>
<td>19585.12</td>
</tr>
<tr>
<td>COMM AMOUNT CA</td>
<td>883.43</td>
<td>109.25</td>
<td>774.18</td>
</tr>
<tr>
<td>REMIT AMOUNT CA</td>
<td>21093.41</td>
<td>2282.47</td>
<td>18810.94</td>
</tr>
</tbody>
</table>

| FARE AMOUNT CC  | 3279.00 | 0.00 | 3279.00 |
| TAX AMOUNT CC   | 80.00   | 0.00 | 80.00 |
| FEE AMOUNT CC   | 20.00   | 0.00 | 20.00 |
| DOC AMOUNT CC   | 3379.00 | 0.00 | 3379.00 |
| COMM AMOUNT CC  | 143.74  | 0.00 | 143.74 |
| REMIT AMOUNT CC | 163.74  | 0.00 | 163.74 |

| FARE AMOUNT TOT | 24712.00 | 2285.00 | 22427.00 |
| TAX AMOUNT TOT  | 623.84   | 106.72  | 517.12  |
| FEE AMOUNT TOT  | 20.00    | 0.00    | 20.00   |
| DOC AMOUNT TOT  | 25355.84 | 2391.72 | 22964.12|
| COMM AMOUNT TOT | 1027.17  | 109.25  | 917.92  |
| REMIT AMOUNT TOT| 20969.67 | 2282.47 | 18687.20|

<table>
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<tr>
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<th>SALES</th>
<th>REFUNDS</th>
<th>BALANCE</th>
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<tbody>
<tr>
<td>CA/CASH</td>
<td>16824.12</td>
<td>2391.72</td>
<td>14432.40</td>
</tr>
<tr>
<td>CA/CHECK</td>
<td>5152.72</td>
<td>0.00</td>
<td>5152.72</td>
</tr>
<tr>
<td>CC/CCDC</td>
<td>3379.00</td>
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<td>3379.00</td>
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<table>
<thead>
<tr>
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<th>ISSUED</th>
<th>CANCELLED</th>
<th>SOLD</th>
<th>AMT DOC SOLD</th>
</tr>
</thead>
<tbody>
<tr>
<td>AUTO MCO</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>135.00</td>
</tr>
<tr>
<td>RFND</td>
<td>3</td>
<td>1</td>
<td>2</td>
<td>2391.72</td>
</tr>
<tr>
<td>ELECTRONIC</td>
<td>11</td>
<td>0</td>
<td>11</td>
<td>25220.84</td>
</tr>
<tr>
<td>MANUAL TKT</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0.00</td>
</tr>
</tbody>
</table>

1. Report header
2. Sales values
3. Refunds values
4. Balance (sales minus refunds)
5. Breakdown by cash (cash and cheques)
6. Breakdown by credit (all credit cards)
7. Breakdown totals (combined cash and credit)
8. Breakdown by individual form-of-payment types
9. Number of documents issued and cancelled, by document type
What Is the Item Sales Period Report?

The Item Sales Period Report lists all documents issued in a sales period, with the cash and credit totals against each item. The report is split into three main sections: sales, refunds and non-issued documents.

<table>
<thead>
<tr>
<th>AGY NO - 38200201</th>
<th>ITEM REPORT ***</th>
<th>CURRENCY EUR</th>
</tr>
</thead>
<tbody>
<tr>
<td>OFFICE - ROMAL2117</td>
<td>SALE PERIOD</td>
<td></td>
</tr>
<tr>
<td>AGENT - 0001AA</td>
<td>CURRENT</td>
<td>02 APR 2009</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DOCNUM</th>
<th>PAYMENT</th>
<th>CREDIT</th>
<th>CASH</th>
<th>TAX</th>
<th>FEE</th>
<th>COMM</th>
</tr>
</thead>
</table>
| ====== | =========== | ======= | ===== | === | === | ====

**SALES**

<table>
<thead>
<tr>
<th>Docnum</th>
<th>Payment</th>
<th>Credit</th>
<th>Cash</th>
<th>Tax</th>
<th>Fee</th>
<th>Comm</th>
</tr>
</thead>
<tbody>
<tr>
<td>4117069177</td>
<td>CASH</td>
<td>0.00</td>
<td>323.31</td>
<td>31.31</td>
<td>0.00</td>
<td>15.91</td>
</tr>
<tr>
<td>4117069178</td>
<td>E 220-4117069049</td>
<td>0.00</td>
<td>100.00</td>
<td>0.00</td>
<td>0.00</td>
<td>1.00</td>
</tr>
<tr>
<td>- 179 CASH</td>
<td></td>
<td>0.00</td>
<td>738.60</td>
<td>43.60</td>
<td>0.00</td>
<td>6.95</td>
</tr>
<tr>
<td>4117069180</td>
<td>CHECK</td>
<td>190.76</td>
<td>0.00</td>
<td>21.76</td>
<td>10.00</td>
<td>14.31</td>
</tr>
<tr>
<td>4117069181</td>
<td>XXXXXXXXXXXXX2402</td>
<td>0.00</td>
<td>338.95</td>
<td>27.95</td>
<td>0.00</td>
<td>16.95</td>
</tr>
<tr>
<td>4117069182</td>
<td>CASH</td>
<td>0.00</td>
<td>190.76</td>
<td>0.00</td>
<td>21.76</td>
<td>10.00</td>
</tr>
<tr>
<td>4117069183</td>
<td>XXXXXXXXXXXX1004</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>4117069184</td>
<td>CANCELLED</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>

**SALES**

<table>
<thead>
<tr>
<th>Docnum</th>
<th>Payment</th>
<th>Credit</th>
<th>Cash</th>
<th>Tax</th>
<th>FEE</th>
<th>COMM</th>
</tr>
</thead>
<tbody>
<tr>
<td>4117069176</td>
<td>CASH</td>
<td>0.00</td>
<td>656.20</td>
<td>26.20</td>
<td>0.00</td>
<td></td>
</tr>
</tbody>
</table>

**REFUNDS**

<table>
<thead>
<tr>
<th>Docnum</th>
<th>Payment</th>
<th>Credit</th>
<th>Cash</th>
<th>Tax</th>
<th>FEE</th>
<th>COMM</th>
</tr>
</thead>
<tbody>
<tr>
<td>4117069176</td>
<td>CASH</td>
<td>0.00</td>
<td>656.20</td>
<td>26.20</td>
<td>0.00</td>
<td></td>
</tr>
</tbody>
</table>

**REPORT**

<table>
<thead>
<tr>
<th>Docnum</th>
<th>Payment</th>
<th>Credit</th>
<th>Cash</th>
<th>Tax</th>
<th>FEE</th>
<th>COMM</th>
</tr>
</thead>
<tbody>
<tr>
<td>4117069150</td>
<td>4117069152</td>
<td>4117069153</td>
<td>4117069154</td>
<td>4117069156</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4117069160</td>
<td>4117069161</td>
<td>4117069163</td>
<td>4117069164</td>
<td>4117069165</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Explanation: Item Sales Period Report**

1. Report header
2. Sales details and totals
3. Refunds details and totals
4. Report totals
5. Non-issued documents
What Is the Cross-reference Report?

The Cross-reference Report cross-references ticket numbers against invoice numbers (for (OP)TAT and (OP)ATB tickets) or stock control numbers (for (OP)ATB only), and vice versa. The report also shows the PNR record locator and amount associated with the ticket number.

You can report on a specific ticket number, stock control number or invoice number, or on all numbers issued on a particular day or date rate.

Note: By default, the system reports data created by all agents in an office, not only your own sign.

The Cross-reference Report is only available for airlines or markets that print (OP)ATB tickets, or that print invoices and have the ticket invoice cross-referencing field (CRF) set to YES in the office profile.

Explanation: Cross-reference Report

```
<table>
<thead>
<tr>
<th>AGY NO</th>
<th>XREF REPORT</th>
<th>02APR</th>
<th>CURRENCY</th>
<th>EUR</th>
</tr>
</thead>
<tbody>
<tr>
<td>OFFICE</td>
<td>HELAT2120</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AGENT</td>
<td>ALL</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DOC NUM</td>
<td>INVOICE</td>
<td>PNR REC LOC</td>
<td>AMOUNT</td>
<td></td>
</tr>
<tr>
<td>2144219673</td>
<td>0000001000</td>
<td>2XAPS5</td>
<td>373.69</td>
<td></td>
</tr>
<tr>
<td>2144219674 E</td>
<td>0000001001</td>
<td>2X7XB1</td>
<td>347.56</td>
<td></td>
</tr>
<tr>
<td>2144219675 E</td>
<td>0000001002</td>
<td>2X7XB1</td>
<td>347.56</td>
<td></td>
</tr>
<tr>
<td>2144219676 E</td>
<td>0000001003</td>
<td>2SMSWG</td>
<td>293.89</td>
<td></td>
</tr>
<tr>
<td>2144219677</td>
<td>0000001004</td>
<td>2VM7AQ</td>
<td>41.96</td>
<td></td>
</tr>
<tr>
<td>2144219678</td>
<td>0000001005</td>
<td>2VM7AQ</td>
<td>41.96</td>
<td></td>
</tr>
<tr>
<td>2144219679 E</td>
<td>0000001006</td>
<td>NOPNR</td>
<td>362.56</td>
<td></td>
</tr>
<tr>
<td>2144219680 E</td>
<td>0000001007</td>
<td>NOPNR</td>
<td>362.56</td>
<td></td>
</tr>
<tr>
<td>2144219681</td>
<td>0000001008</td>
<td>NOPNR</td>
<td>962.56</td>
<td></td>
</tr>
<tr>
<td>2144219682</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2144219683</td>
<td>0000001009</td>
<td>NOPNR</td>
<td>362.56</td>
<td></td>
</tr>
<tr>
<td>2144219684</td>
<td>0000001010</td>
<td>2WICFR</td>
<td>316.59</td>
<td></td>
</tr>
<tr>
<td>2144219685</td>
<td>0000001011</td>
<td>2YDJFL</td>
<td>318.89</td>
<td></td>
</tr>
<tr>
<td>2144219686</td>
<td>0000001012</td>
<td>2WICFR</td>
<td>316.59</td>
<td></td>
</tr>
<tr>
<td>2144219687</td>
<td>0000001013</td>
<td>2YBM7Q</td>
<td>229.68</td>
<td></td>
</tr>
<tr>
<td>2144219688</td>
<td>0000001014</td>
<td>2V73RM</td>
<td>229.68</td>
<td></td>
</tr>
<tr>
<td>2144219689</td>
<td>0000001015</td>
<td>2V73RM</td>
<td>229.68</td>
<td></td>
</tr>
</tbody>
</table>
```

1. Report header
2. Ticket number
3. Invoice number

Refunding in Sales Report

Which Items Are Refunded in Sales Report?

- E-tickets
- EMDs
- TASFs
How to Refund an Item

**Note:** The sale must have been confirmed to allow a refund. This is indicated by an asterisk after the sequence number of the item in the Query Report.

1. Display the Query Report and select the item that you want to refund.
   The item must have a transaction code of TTKT, EMDA or EMDS.
2. Click on Refund.
3. In the Refund window, select the refund type. The refund type depends on whether you are refunding an EMD or an e-ticket.
   - **If you select Basic, Tax Only, Zero or ATC Basic Refund:**
     a) Click on Continue to the Refund Record to review the refund details and update if necessary.
     b) When you are ready to process the refund, click on Save and Confirm.
     c) Click on Close to return to the Query Report.
   - **If you select Basic Full, No Report or ATC Full Refund:**
     a) Click on Refund Now.
        The Refund window is updated with confirmation of the refund.
     b) Click on the Close button to return to the Query Report.
     The transaction code of the refunded item changes to RFND.

How to Display a Refund

1. Select the item in the Query Report that you want to display a refund for.
   The transaction code for the item must be RFND to indicate that it has been refunded.
2. Click on Display Refund.
   **Note:** The Display Refund button is only available if the item has been refunded.

How to Update a Refund

1. Click on the refund item in the report that you want to update.
   The transaction code for the item must be RFND to indicate that it has been refunded.
2. Click on Display Refund.
   The Refund Record opens in edit mode.
3. Update the information as required and click on Save and Confirm.
Voiding in Sales Report

Which Items Are Voided in Sales Report?

- E-tickets
- EMDs
- TASFs
- Refunds

How to Void an Item

Note: You cannot void an item if the sale has been confirmed.

1. Select the item in the Query Report that you want to void and click on Void.
   The item must have a transaction code of TTKT, EMDA, EMDS.
2. To confirm the void, click on Void in the pop-up window.
Chapter 16
Australian Visa

Getting Started With Australian Visa

What Is Australian Visa?
The Australian Visa module allows you to:

- Request an Australian visa from the Electronic Travel Authority System (ETAS).
- Check if a passenger has previously been granted an Australian visa.
- View all Australian visas that have been requested by your office.
How to Access Australian Visa
On the main page of Selling Platform Connect, expand the Tools menu.

Working With Australian Visa

How to Apply for a Visa
1. In the Tools menu, expand Australian Visa and click on Visa Application. Alternatively, click on Australian Visa Application in the What do you want to do next? section of an open Booking File.
2. Complete the Visa Request Form and click on Request Visa. The visa response informs you if the visa is accepted or rejected.
3. To request another visa, click on Request Next Visa.
4. Otherwise, click on Close.

How to Enquire about a Visa Status
1. In the Tools menu, expand Australian Visa and click on Visa Enquiry.
2. Enter the search criteria and click on Search.

How to View Visa History
In the Tools menu, expand Australian Visa and click on Visa History.
Chapter 17

Timatic

Getting Started With Timatic

What Is Timatic?

Timatic is a graphical application that replaces the Amadeus Timatic cryptic entries.

It allows you to check travel requirements directly in the IATA database using your IATA credentials.

To search for and check travel information, you can either:

• Manually add the passenger and itinerary details.
  Or:
• Load the passenger and itinerary details from a Booking File before adding any additional information.

What Are the Prerequisites to Accessing Timatic?

• Timatic content must be activated by your administrator.

• You must have IATA credentials. See How to Request IATA Credentials below.

How to Request IATA Credentials

1. On the Timatic login page, click on Register now.
2. Enter the required details.
3. To add an additional user, click on Add user and enter their details.
4. Confirm that you have read the Terms and Conditions, and click on Submit.

Alternatively, contact your regular IATA consultant.
How to Access Timatic

1. On the main Selling Platform Connect menu, click on Scripts and select Timatic.
2. Sign in using your IATA credentials.

For more information, see Searching for Travel Information below.

Searching for Travel Information

What Are the Two Ways of Searching for Travel Information?

Search Without an Active Booking File

Without having an active Booking File open, you can perform a basic itinerary search, which retrieves visa and passport requirements.

If you need to enter additional information regarding the passenger or itinerary, you need to do this manually because there is no option to load a Booking File in this mode.

See also How to Search for Travel Information Without an Active Booking File below.

Search With an Active Booking File

If you already have an active Booking File open when you access Timatic, you can load the passenger and itinerary details from the Booking File before you search.

You can also manually add any additional search criteria that were not automatically loaded from the Booking File.

See also How to Search for Travel Information With an Active Booking File on page 355.

How to Search for Travel Information Without an Active Booking File

1. Sign in to Timatic using your IATA credentials.
2. Complete the mandatory fields, which are marked in red.
3. To add additional information, click on Itinerary and traveller details in the Actions section and enter the required details.
   - If a passenger's nationality is different from their country of residence, you need to select their residence document type.
   - Some destinations have an additional field for passenger gender. For a list of these destinations, see Which Countries Require Gender Information? on page 357.
4. Click on Check to display the travel information.
5. Use the Follow-up Actions drop-down menu in the Check Results panel to perform additional actions such as expanding or collapsing the travel information sections.
How to Search for Travel Information With an Active Booking File

1. Retrieve the Booking File.
2. Sign in to Timatic using your IATA credentials.
3. Click on Load PNR to transfer the details from the Booking File.
   - This option does not transfer the exact Booking File data to Timatic. You may still need to define some customer preferences after the information is loaded.
   - For round-trips, the Departure and Destination airports are the same after the information is loaded from the Booking File.
4. Ensure that all mandatory fields are completed, which are marked in red.
5. To add additional information, click on Itinerary and traveller details in the Actions section and enter the required details.
   - If a passenger’s nationality is different from their country of residence, you need to select their residence document type.
   - Some destinations have an additional field for passenger gender. For a list of these destinations, see Which Countries Require Gender Information? on page 357.
   - To add transit points, click on Select for this field and select a maximum of five arrival airports. A transit point is defined as a stop-over of less than 24 hours, whereas a destination is defined as an airport stop that exceeds 24 hours.
6. Click on Check to display the travel information.
   - If the Booking File contains multiple passengers, the information for each passenger is displayed on separate tabs.
   - If you selected transit points, the information for the arrival airport of each transit point is also displayed on separate tabs.
7. Use the Follow-up actions drop-down menu in the Check results panel to perform additional actions such as expanding or collapsing the travel information sections.
How to Clear the Search Results

Click on the Delete icon in the Actions section to clear the previous search results and start a new search.

Explanation: Timatic Travel Information

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Geographical Information</td>
<td>Provides general information about the destination country.</td>
</tr>
</tbody>
</table>
| Passport                | Provides information about document validity, additional passport information, and possible warnings in case of particular types of the document. The following field can influence the search results:  
  • Document held. |
| Visa                    | Provides information about visa requirements and possible warnings, such as onward ticket requirements. The following fields can influence the search results:  
  • Nationality.  
  • Document held. |
| Health                  | Provides general health information, such as vaccination requirements. To receive more detailed and accurate information, you should enter additional search criteria in addition to the mandatory fields. The following fields can influence the search results:  
  • Destination.  
  • Transit points.  
  • Countries visited in the last 6 days. |
| Airport Tax             | Provides airport tax information, such as the conditions under which airport tax is levied on passengers. The following fields can influence the search results:  
  • Destination.  
  • Purpose of stay.  
  • Transit points (if the passenger will not depart within 24 hours or has an intention to leave the airport). |
<p>| Customs                 | Provides sub-sections referring to export regulations, special services, and baggage clearance. |</p>
<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Currency</td>
<td>Provides information about the currency of the destination country.</td>
</tr>
</tbody>
</table>

**Which Countries Require Gender Information?**

- Afghanistan
- Bahrain
- Benin
- Egypt
- Hong Kong
- Iran
- Jordan
- Lebanon
- Namibia
- Oman
- Singapore
- Saudi Arabia
- Syria
- United Arab Emirates

**Travel Information Follow-up Actions**

Use the Add RM button and Follow-up Actions drop-down menu in the Check Results panel to perform additional actions.

**How to Print the Travel Information**

To print all of the travel information, click on **Print All** in the **Follow-up actions** drop-down menu.

You can also print only individual sections using the Print icon on the corresponding result section.
How to Download the Travel Information

To download and save the travel information, click on Download in the Follow-up Actions drop-down menu.

How to Add Travel Information Remarks to the Booking File

1. Click on Add RM in the Check Results panel.
2. Enter the details in the message box, and click on Save in PNR.
Chapter 18
Document Management

What Is Document Management?

Document Management is an online storage system for documents created in Selling Platform Connect. All document types, such as receipts, invoices and quote documents are automatically stored as PDFs.

From the Document Management module, you can retrieve, print or download any document that was created by your office:

- See How to Search for Documents below.
- See Printing or Downloading Documents on page 360.

How to Search for Documents

1. In the **Main Page** menu, click on **Document Management**.
   The **Document Management** page is displayed.

2. In the **Search Documents** panel:
   a) Select the required document type from the drop-down list.
   b) Use the date fields to retrieve documents that were created in a specific date range. The maximum date range that you can define depends on the selected document type.
   c) Use any of the other search fields to find the required documents.
      Select the **Display only my documents** check box to retrieve only documents that you created.

3. Click on **Search**.
   The documents corresponding to your search criteria are shown. There is a maximum of 99 search results displayed.

4. If required, use the search fields to narrow down your search results. Click on **Search all documents created today** to retrieve only documents that were created today.
Example: Searching for a Document

Printing or Downloading Documents

How to Print or Download a Document From Your Office

1. In the Main Page menu, click on Document Management. The Document Management page is displayed.
2. Search for the required documents, then click on one or more to select them. See How to Search for Documents on page 359.
3. Click on Print to display the selected PDF documents in your internet browser, from where you can print.
   Or:
   Click on Download to save the PDF locally.
How to Print or Download a Document From Your User Session

1. Whenever you create or print a document, a confirmation message is shown and a **Print** icon is displayed in the lower right-hand corner of your task bar:

   ![Print Icon](image.png)

2. Click on the **Print** icon.

   The **Documents** notification panel is displayed, listing all documents that were created in your current user session.

3. Select a document and click on **Show**.

   Your document is displayed in a separate internet browser window, from where you can print and download.
Chapter 19
Local Content

Getting Started With Local Content in Amadeus Selling Platform Connect

Amadeus Local Content is a sales and booking platform for leisure travel-content in Germany and other markets in Europe.

Amadeus Local Content comprises booking applications, a local mid-office and other administration applications.

Launching Amadeus Local Content

You can launch Local Content masks from the:

• Main Page via the section Local Content in the accordion menu.
• Top menu bar via the menu selection Local Content.

Local mid-office and other administration applications except Amadeus Tour Market mask open from the Selling Platform Connect Main page.

Note: You can display Amadeus Tour Market as a separate booking module in booking file tabs. A maximum of three TOMA booking file tabs can be opened. Each TOMA booking file tab uses its own terminal ID. This allows the user to also manage bookings in parallel with the same tour operator.
How to Launch a Local Content Mask Through the Menu

1. Click on the Local Content section in the accordion menu.

The list shows all available Local Content masks, that can be launched on the right side. The individual Local Content applications belonging to any of the sub sections (example: menu Consulting/Booking) are collapsed by default and may be shown by expanding the sub section by clicking on the section folder or on the section folder name.

**Note:** An exception is TOMA, which is not available in the accordion and is launched differently.

2. Click on the title and choose a mask from the list to expand a sub section.
3. Click on the required mask (scroll down if required).

Alternatively, type the abbreviation or an alpha character of the Local Content application into the Select mask field and press **Enter** or **Tab**. You can also click on the list box icon right of the **Select Mask** field.

**Note:** Only one Local Content application may be displayed in the main page. A display of multiple applications in parallel through the main page is not supported. For example, the user is displaying VERK and now selects KD – in this case KD view will replace the VERK display. Any data entered previously will be deleted.

How to Launch a Local Content Mask Through the Menu Bar

1. Click on the Local Content label in the menu bar.
2. Select the desired application from the menu. Similar to the accordion menu, this includes sub menus to group the masks/applications that belong together.

**How to Navigate With the Keyboard in Local Content**

The standard keyboard navigation of a browser are Tab and Shift+Tab to move forward or backward through each local application mask. Other areas in Amadeus Selling Platform Connect can be selected only by clicking on the corresponding field.

Due to technical limitations of browsers it is not possible to navigate through the local content masks by pressing the Up or Down key.

**Keyboard Navigation in the Local Content Menu**

<table>
<thead>
<tr>
<th>Key</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter</td>
<td>Send mask</td>
</tr>
<tr>
<td>F10</td>
<td>Scroll request (down)</td>
</tr>
<tr>
<td>Page up</td>
<td>Scroll request (up)</td>
</tr>
<tr>
<td>F11</td>
<td>Scroll request (up)</td>
</tr>
<tr>
<td>F12</td>
<td>Send ignore (IGNO)</td>
</tr>
<tr>
<td>Page down</td>
<td>Scroll request (down)</td>
</tr>
<tr>
<td>STRG + S</td>
<td>Open mask save menu</td>
</tr>
<tr>
<td>STRG + L</td>
<td>Open mask load menu</td>
</tr>
</tbody>
</table>

**Using the Action Bar in the Local Content Mask**

**What Is the Action Bar?**

The Action Bar provides you with additional features and is shown on top of each Local Content mask.

For information on the available features, see:
How to Switch to a Different Mask

You can use the input field to launch a different Local Content application. The new mask overwrites the active mask without any notification.

1. Type the abbreviation of the mask into the Select mask field and press Enter or Tab.
2. Click on the list box icon to the right of the Select mask field.
   The list of available masks is shown.
3. Choose the required mask by clicking on it (scroll down if needed).
4. Select the mask with Cursor up or Cursor down and press the Enter or Tab afterwards.
   By pressing a letter only mask names starting with this character are shown.
   The corresponding mask is shown in the right-hand side of the Main Page and is also highlighted in the menu.

How to Clear the Current Mask

Click on the Clear button to clear all data of the active mask and to re-load the mask.

How to Page Forward and Backward

Click on Page forward (icon), the Page back or use the function keys F10 or F11 to browse through when a response from the tour operator exceeds one page.

What Is the Mask Content Function?

You can save the actual content of the mask or reload content saved previously. The content of the sub masks will not be saved.

The mask content is stored in the browser environment. Therefore, the saved masked content is not available for reload when changing the browser or changing to another computer. The saved masked content is available for reload in the same browser as long the browser data has not been cleared.

How to Save Mask Content

1. Click on the Mask Content button.
2. Select Save.
   A pop-up window opens where it is possible to choose/enter a name under which the content is to be saved or to delete or rename a previously saved content file.
   When the pop-up window opens the Name for field, saving of mask content is automatically prefilled with the mask name and the actual date and time. This can be changed by clicking this field to edit the prefilled name.
3. Click on Save or press Enter to save the mask content.

How to Rename Saved Mask Content

1. Select the desired content file.
2. Modify the name in the Name field.
3. Click outside the **Name** field or pressing **Enter** or **Tab** to save the modification.

**How to Sort Saved Mask Content**

1. Click on the little triangles to the right of the **Name**-label to sort the list by name.
2. Click on the little triangles to the right of the **Saving date and time**-label to sort the list by saved date.

**How to Reload Saved Mask Content**

1. Click on the **Mask Content** button and select **Reload** to reload mask content.
   - A pop-up window is opened where it is possible to select a stored mask to be loaded into the current active mask or to delete or rename a previously saved content file.
2. Select the required content file/line.
3. Click on **Reload (clear)** if the saved content should completely replace the current mask content.
   - **Or:**
4. Click on **Reload (add)** if the saved content should only be added to the current mask.
   - Previously entered fields are overwritten if they are included in the saved content file.

**How to Delete Saved Mask Content**

1. Select a content file
2. Click on **Delete**.
   - **Note:** If you want to delete multiple content files simultaneously press **STRG** and click on all files to delete one by one. Release **STRG** and click **Delete** afterwards.

**What Is the Hardcopy Function?**

The hardcopy function creates a print out of the active mask area without the menu. In case of TOMA the hardcopy is pre-formatted.

**How to Create a Hardcopy In the Local Content?**

Click on the **Hardcopy** button.

A print dialogue window is directly opened for printing.
Administration in Local Content

SISO - Sign in / Sign out

What Is the SISO Mask?
The Sign In / Sign Out (SISO) mask is used for the following administrative tasks:
- Displaying the generating status of the branch.
- Displaying travel agents logged on.
- Printing branch and travel agents protocols.

How to Display the Generating Status of the Branch
You can call up directly your branch's master data.
Click on OK next to Display generating status of the branch.
Your branch's master data is displayed.

Reference: Branch Master Data Elements

<table>
<thead>
<tr>
<th>Name</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>CLIENT NO.:</td>
<td>Your contracting number.</td>
</tr>
<tr>
<td>AGENCY/BU:</td>
<td>Your agency and branch number.</td>
</tr>
<tr>
<td>HOST NO:</td>
<td>Number of the Amadeus computer your branch is connected to.</td>
</tr>
<tr>
<td>RBT-NO:</td>
<td>Sequential number of the terminal within the branch.</td>
</tr>
<tr>
<td>PRT NO:</td>
<td>Number of the document printer the terminal is allocated to.</td>
</tr>
<tr>
<td>SRZ-AG/BU</td>
<td>Agency and branch number, which you received from your service data centre.</td>
</tr>
<tr>
<td>MRZ:</td>
<td>ID of the marketing data centre, which administers and evaluates your marketing data.</td>
</tr>
<tr>
<td>DB-VST:</td>
<td>Your Deutsche Bahn agency number.</td>
</tr>
<tr>
<td>IATA-NO</td>
<td>Your IATA license.</td>
</tr>
<tr>
<td>A MODE</td>
<td>ID for the invoice mode (code plan) with which your services are entered and processed.</td>
</tr>
<tr>
<td>SRZ:</td>
<td>Service data centre, which processes your invoice.</td>
</tr>
<tr>
<td>GROUP</td>
<td>ID of travel agency chain.</td>
</tr>
<tr>
<td>KOOP</td>
<td>ID of travel agency cooperation.</td>
</tr>
<tr>
<td>LICENCES:</td>
<td>Licences, which are set up for your travel agency and/or branch.</td>
</tr>
<tr>
<td>PACKAGES</td>
<td>Rented service packages.</td>
</tr>
</tbody>
</table>
How to Display Travel Agents Logged on
You can check who is logged on to the system.
Click on OK next to Display travel agents logged on.

How to Print a Travel Agent Protocol
The print-out of the travel agent protocol provides assistance when checking your cash sales as well as any processing numbers that are still open.
Click on Print Protocol of travel agent.
The document is printed.
Your cash sales (cash counter), which have accumulated since the last print-out of the travel agent protocol, are displayed on the travel agent protocol. Once the travel agent protocol is printed, your cash counter is reset to zero. Any open processing numbers are also displayed.

How to Print a Branch Protocol
The branch protocol helps you to check your revenue as well as any sales receipts, that are still open.
Click on Print protocol of branch.
The message bar displays:
Print report
The document is printed.
The branch protocol contains the following items:
• Travel agency and branch number.
• Date and time of the print-out.
• Cash sales (K/A - sales slip/payment receipt).
• Sales on credit (R/G/L/S - invoice/credit receipt/delivery note/cancelled delivery note).
• Prepayment (V - prepayment).
• Receipt counter.
• Open processing numbers with travel agent number.
• Multiple print-outs and misprints of all travel agents.
Once the branch protocol is printed, the counters for the cash sales and sales on credit as well as the prepayment are reset to zero. The multiple print-out and misprint protocol is automatically sent for printing.

BSTG - Branch Master Data
What Is the BSTG Mask?

In the Brand Master Data (BSTG) mask, you can save specific default values for your branch. These are required for creating sales receipts and Deutsche Bahn documents. In addition, you record the bank data of your branch for printing on bank transfer slips and select the language in which the system communicates.

The BSTG mask consists of the following main parts:

- Travel agency data fields.
- Bank account data fields.

How to Display the Branch Data

1. Enter D in the Action field.
2. Click on Send or press enter.

Action A for editing is already pre-set in the Action field.

If no data have yet been recorded for your branch, only the default values are displayed.

Explanation: Branch Data Elements

<table>
<thead>
<tr>
<th>Name</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Country</td>
<td>Vehicle registration number for the country in which the terminal is located.</td>
</tr>
<tr>
<td>Language</td>
<td>System language. The following preferences are available:</td>
</tr>
<tr>
<td></td>
<td>E = English.</td>
</tr>
<tr>
<td></td>
<td>D = German.</td>
</tr>
<tr>
<td></td>
<td>DK = Danish.</td>
</tr>
<tr>
<td></td>
<td>F = French.</td>
</tr>
<tr>
<td></td>
<td>H = Hungarian.</td>
</tr>
<tr>
<td></td>
<td>PL = Polish.</td>
</tr>
<tr>
<td></td>
<td>Should a screen or message not be available in the selected language, the</td>
</tr>
<tr>
<td></td>
<td>English version will be displayed. If such is also unavailable, the system</td>
</tr>
<tr>
<td></td>
<td>will return to the German version.</td>
</tr>
<tr>
<td>Currency</td>
<td>Currency indicator for the country in which the terminal is located, this</td>
</tr>
<tr>
<td></td>
<td>cannot be changed</td>
</tr>
<tr>
<td>Back-office PC</td>
<td>Online interface to the travel agency back office software: number of the</td>
</tr>
<tr>
<td></td>
<td>terminal for which the PC online interface (PCSS) is set up</td>
</tr>
</tbody>
</table>

How to Enter or Edit the Branch Data

1. Enter D in the Action field.
   Action A for editing is already pre-set in the Action field.
2. Enter or edit the address data of your branch.
3. Click on Send or press enter.
   The message bar displays:
Update ok.

This makes the entered or changed data effective immediately.

Note: This action can only be carried out by the office administrator.

Reference: Address Data of a Branch

<table>
<thead>
<tr>
<th>Field</th>
<th>Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name 1</td>
<td>Name of the travel agency.</td>
</tr>
<tr>
<td>Name 2</td>
<td>For longer names, please use both Name 1 and Name 2 fields. If one name is sufficient, please enter the name in Name 2. This name is automatically transferred into the Account owner field, provided that no other entry is made when the bank data is being recorded.</td>
</tr>
<tr>
<td>Street</td>
<td>Street incl. house number.</td>
</tr>
<tr>
<td>Postal code (1st field)</td>
<td>Postal code of post-office box.</td>
</tr>
<tr>
<td>Postal code (2nd field)</td>
<td>Vehicle country code and postal code of street.</td>
</tr>
<tr>
<td>P.O. box</td>
<td>Post-office box.</td>
</tr>
<tr>
<td>City</td>
<td>City in which your travel agency is located.</td>
</tr>
<tr>
<td>Telephone</td>
<td>Telephone number of your travel agency.</td>
</tr>
<tr>
<td>Fax</td>
<td>Fax number of your travel agency.</td>
</tr>
<tr>
<td>http:</td>
<td>Internet address of your travel agency.</td>
</tr>
<tr>
<td>Email:</td>
<td>Email address of your travel agency.</td>
</tr>
</tbody>
</table>

How to Record Bank Account data

You can record bank account data for up to 11 bank accounts for printing on bank transfer slips. To be able to record data you need to display the data first. This action can only be carried out by the branch manager (authorisation class 1).

1. Enter D in the Action field.
2. Click on Send or press enter.
3. Enter EB (Record bank data) in the Action field.
4. Select the desired form of payment (U0-U9) in the account display.
   Note: Each banking connection recorded in BSTG must be coded with a form of payment (UE, U0-U9)
5. Select the desired date indicator in the Date on bank transfer form menu ( R for date of trip or T for date of day) in the accounts display.
   Note: The selected date is gathered from the VERK procedure (date of travel or date you issue the sale receipt) and later printed on the bank transfer as a reference.
6. Enter the bank account data.
7. Enter arbitrary information in the Note field if required.
   This text is used for your information purposes only and is not printed.
8. Click on Send or press enter
Reference: Bank Account Data

<table>
<thead>
<tr>
<th>Field</th>
<th>Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>BIC</td>
<td>BIC number.</td>
</tr>
<tr>
<td>IBAN</td>
<td>IBAN number.</td>
</tr>
<tr>
<td>Account owner</td>
<td>Account owner. The entry of the <strong>Name field</strong> is automatically transferred. It is possible to enter a different name.</td>
</tr>
<tr>
<td>Bank</td>
<td>Name of the bank. Based on the bank sort code, the name of the bank is provided automatically. Entering a different name is still possible.</td>
</tr>
</tbody>
</table>

How to Change Bank Account Data

You can change saved bank data.

1. Enter D in the **Action** field.
2. Select the desired **form of payment** (U0-U9) in the accounts display.
3. Click on **Send** or press enter.
4. Enter AB (Change bank data) in the **Action** field.
5. Edit the data.
6. Click on **Send** or press enter.
   
   The message bar displays:
   
   **Update ok.**
   
   From now on, the changed data is printed on the transfer slip.
   
   **Note:** The information on the above branch data cannot be changed.

How to Delete Bank Account Data

Bank data which is no longer required, can be deleted.

1. Enter D in the **Action** field.
2. Select the desired **form of payment** (U0-U9) in the accounts display.
3. Click on **Send** or press enter.
4. Enter **Action code** LB (Delete bank data).
5. Click on **Send** or press enter.
   
   The message bar displays:
   
   **Deletion ok.**
   
   The bank data for the selected banking connection is deleted.
How to Switch to BSTV Mask

You can switch to BSTV to define which stored data is to be printed on sales receipts and invoices.

1. Enter W (Switch) in the **Action** field.
2. Click on **Send** or press enter.

The BSTV mask is displayed.

BSTV - Print Branch Data on Sales Documents

What Is the BSTV Mask?

Through the BSTV mask you can define which business unit data is transferred from BSTG for printing on sales documents.

How to Determine the Data for Sales Receipts

1. Enter E (Record) in the **Action** field.
2. Select kind of sales receipt you wish to record (cash or credit).
3. Enter the document type: 17 (A5 format) or 18 (A4 format).
   - **Note:** The document type can only be entered by the branch manager (authorisation class 1).
4. Select **Print** by clicking on the corresponding check box (a check-mark is displayed).
   - **Note:** If a check-mark is not made in this field, the recorded data is not printed on the sales receipt.
5. Select the respective address data for printing.
   A maximum of six lines can be printed. The content is defined in the fields, which are arranged in a vertical column to the right of the **Print** field.
6. If applicable enter an advertising text in the field **Info line on sales receipts**.
   This text is printed below the customer address.
7. Enter your VAT number and any company law information in the text field **Foot note on sales receipt**.
8. Click on **Send** or press enter.
   - The message bar displays:
     - Travel agency data recorded.
   At the same time the last row of the mask, the history row, is updated. The data is immediately activated.

**Explanation: Address Data for Printing on Sales Documents**

<table>
<thead>
<tr>
<th>Entry</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>N1</td>
<td>Transfer from the Name 1 field in the BSTG mask.</td>
</tr>
<tr>
<td>N2</td>
<td>Transfer from the Name 2 field in the BSTG mask.</td>
</tr>
</tbody>
</table>
### Entry Explanation

<table>
<thead>
<tr>
<th>Entry</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>ST</td>
<td>Transfer from the Street field in the BSTG mask.</td>
</tr>
<tr>
<td>PF</td>
<td>Transfer from the P.O. Box field in the BSTG mask.</td>
</tr>
<tr>
<td>O</td>
<td>Postal code for the entry ST or PG.</td>
</tr>
<tr>
<td>TF</td>
<td>Transfer from the Telephone field in the BSTG mask.</td>
</tr>
<tr>
<td>FX</td>
<td>Transfer from the Fax field in the BSTG mask.</td>
</tr>
<tr>
<td>EM</td>
<td>Transfer from the E-Mail field in the BSTG mask.</td>
</tr>
<tr>
<td>IT</td>
<td>Transfer from the http:// field in the BSTG mask.</td>
</tr>
<tr>
<td>UE, U0-U9</td>
<td>Bank connections, which were saved in the BSTG mask. <strong>Important:</strong> The field below this entry must remain empty, since bank data entry requires two lines.</td>
</tr>
</tbody>
</table>

### How to Display Data for Sales Receipts

You can display the selected texts for your sales receipts.

1. Enter D (Display) in the **Action** field.
2. Select the sales receipt you wish to edit by clicking on the respective radio button.
3. Click on **Send** or press enter.

### How to Change Data for Sales Receipts

You can change the selected text data for your sales receipts.

1. Enter D (Display) in the **Action** field.
2. Select the desired sales receipt you wish to edit by clicking on the respective radio button.
3. Click on **Send** or press enter.
   - The saved data is displayed and can now be changed.
   - Action code A (Change) is automatically pre-set into the **Action** field.
4. Modify the respective data.
5. Click on **Send** or press enter.
   - The message bar displays: **Update ok.**
   - The new entries are effective immediately.

### How to Switch to the BSTG Mask

You can easily switch from BSTV to BSTG to check or change the data saved in BSTG.

1. Enter W (Switch) in the **Action** field.
2. Click on **Send** or press enter.
   - The BSTG mask is displayed. At the same time, the saved data is displayed.
OPT - Options

What Is the OPT Mask?

In the OPT mask you define mandatory fields for creating sales receipts and for transferring marketing data, and you can pre-set default values for individual fields with reoccurring standard entries thus saving you the task of making routine entries.

How to Display Pre-Allocation Status

You can display already saved data.

1. Enter D (Display) in Action field.
   Action code A (Change) is automatically pre-set into the Action field.
2. Click on Send or press enter.

The pre-allocation status, with its individual items is displayed. A checkmark flags the fields, which are mandatory.

How to Define Mandatory Fields

You can define mandatory fields for creating sales receipts, as well as, tourist marketing data. This ensures that the necessary entries are always input.

1. Enter D (Display) in Action field.
2. Click on Send or press enter.
   Action code A (Change) is automatically pre-set into the Action field.
3. Check-mark the appropriate fields.
4. Click on Send or press enter.
   The message bar displays:
   Change ok.

Explanation: Mandatory Field Entries For Creating Sales Receipts

<table>
<thead>
<tr>
<th>Field</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost center CP</td>
<td>Check mark under VERK; the entry is mandatory in the following masks: CC, HO, KART, SFS, TICK, VERK.</td>
</tr>
<tr>
<td>Order number</td>
<td>Checkmark under Tourism mode: the entry is mandatory in the following masks: TOMA, RAN and TV.</td>
</tr>
<tr>
<td>Destination</td>
<td></td>
</tr>
<tr>
<td>Customer number</td>
<td>This entry is also mandatory for printing a cash sales receipt.</td>
</tr>
<tr>
<td>Data transfer to TV</td>
<td>When printing a travel confirmation or a travel notification, the procedure must be carried out in TV.</td>
</tr>
</tbody>
</table>
### How to Define Numeric Value
You can define a numeric value for the entry of specific fields.

1. Enter D (Display) in the Action field.
2. Click on Send or press enter.
   - Action code A (Change) is automatically pre-set into the Action field.
3. Set a checkmark in the Numeric column.
4. Click on Send or press enter.
   - The message bar displays: Change ok.
   - Now, only numerical entries can be made in these fields.

### How to Preset Automatic Pre-Allocation
You can pre-set specific values, which are then automatically applied on the sales receipts.

1. Enter D (Display) in the Action field.
2. Click on Send or press enter.
   - Action code A (Change) is automatically pre-set into the Action field.
3. You can enter default values.
4. Click on Send or press enter.
   - The message bar displays: Change ok.
   - The pre-allocation is effective immediately.

### Explanation: Pre-Set Automatic Values Printed on Sales Receipts

<table>
<thead>
<tr>
<th>Field</th>
<th>Available entry</th>
<th>Significance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost center</td>
<td>Two-digit number</td>
<td>The number is automatically applied if you do not make an entry.</td>
</tr>
</tbody>
</table>
Table:

<table>
<thead>
<tr>
<th>Field</th>
<th>Available entry</th>
<th>Significance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data transfer to TV</td>
<td>checkmark</td>
<td>When a travel confirmation is printed, each procedure is automatically transferred in TV.</td>
</tr>
<tr>
<td>Brochure code</td>
<td>J or N M</td>
<td>The data is or is not saved. The travel notification (RAN) is saved without being printed.</td>
</tr>
</tbody>
</table>

**How to Print a Route on Sales Receipts**

You can print the travel route from Amadeus Bahn onto the sales receipt.

1. Enter D (Display) in the **Action** field.
2. Click on **Send** or press enter. Action code A (Change) is automatically pre-set into the **Action** field.
3. Check-mark the appropriate fields (DB for Deutsche Bahn tickets, EPA for Deutsche Bahn seat reservations).
4. Click on **Send** or press enter. The message bar displays: **Change ok**.

Two additional comment lines containing the departure and destination cities are printed on the sales receipt. The data is also forwarded to your service data center.

**What Is the Bistro Access Code?**


**Printing and Document Functions in Local Content**

**BELG - Document Functions**
What Is the BELG Mask?

The BELG mask displays a list all service vouchers and open processing numbers that have not been printed yet. In addition, you can obtain information on prepared receipts and entries that have been saved through the mask content menu.

How to Display Printer Memory

You can display documents sent to the printer but that have not yet been printed.

1. Select Printer memory by clicking on the respective option button.
2. Click on Send or press enter.

   The document type and the printer number are displayed.

   Note: It only makes sense to use this feature on a terminal that is physically connected to a printer.

How to Display a Service Voucher for Travel Agents

You can display a processing number for a stored service voucher by a specific agent.

1. Select Service vouchers saved for travel agent by clicking on the respective option button.
2. Click on Send or press enter.

   The following summary includes:
   • The travel agent number.
   • The processing number.
   • The type of service voucher.
   • The quantity.

   Note: A travel agent cannot store more than one service voucher. Normally, service receipts must be printed out immediately.

How to Display Service Vouchers in Your Branch

You can display all processing numbers of stored service vouchers for the whole branch, which enables you to see which processing number belongs to which travel agent.

1. Select Service vouchers saved for branch by clicking on the respective option button.
2. Click on Send or press enter.

   The following summary includes:
   • The processing number.
   • The number of the travel agent, who saved the service voucher.
   • The quantity per travel agent.

How to Display a Service Voucher by Processing Number

1. Select Service vouchers saved for customer with processing no. by clicking on the respective option button.
2. Enter the **processing number** into the text field adjacent to the **Service vouchers saved for customer with processing no.** selection (for example, 129).

3. Click on **Send** or press enter.

   The following summary displays:
   - The travel agent number.
   - The processing number.
   - The type of service voucher.
   - The quantity.

### How to Display Prepared Receipts

You can display the processing numbers of the prepared receipts from a specific Amadeus mask.

1. Select **Prepared receipts/ form entries** by clicking on the respective option button.

   **Note:** Optionally, you can enter mask names into the corresponding field.

2. Click on **Send** or press enter.

   If you have entered a mask name, all allocated processing numbers (reference numbers) are displayed.

   **Note:** If you do not enter a mask name, all available processing (free reference) numbers saved through the mask content menu are displayed.

### Example: Display of All Allocated Processing and Reference Numbers in BELG

<table>
<thead>
<tr>
<th>NUMBER OF OPEN PROCESSING NUMBERS</th>
<th>RECEIPT PREPARATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>RAN</td>
<td>SFS</td>
</tr>
<tr>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>CC</td>
<td>MANU</td>
</tr>
<tr>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

**REFERENCE NUMBERS FOR MASK**

TOMA

503-512, 515-517, 600,

### Example: Display of Free Processing and Reference Numbers

**# OF FREE NUMBERS FOR "BACK SCREEN"**

284

**FREE REFERENCE NUMBERS**

501-502, 513-514, 518-599, 601-699

### How to Display Open Processing Numbers by Travel Agents

1. Select **All open processing number for travel agent** by clicking on the respective option button.

2. Click on **Send** or press enter.
The travel agent number and processing numbers of all saved sales receipts are displayed.

**Note:** If a processing number is displayed twice, this indicates that both the service voucher and the sales receipt have not yet been printed.

### Example: Display of Open Processing Numbers by Travel Agents

<table>
<thead>
<tr>
<th>OPEN PROCESSING NUMBERS</th>
<th>EXP-NR 0007</th>
<th>243</th>
</tr>
</thead>
<tbody>
<tr>
<td>226 225 223 222 221 218 210 209 204 201 193 130</td>
<td></td>
<td></td>
</tr>
<tr>
<td>128 116</td>
<td></td>
<td></td>
</tr>
<tr>
<td>114 226</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### How to Display Open Processing Numbers in Your Branch

1. Select **All open processing number for branch** by clicking on the respective option button.
2. Click on **Send** or press enter.
   
   All saved service vouchers are displayed in a submask. The number of the travel agent, who saved this voucher, is displayed after each three-digit processing number:

   **Note:** If a processing number is displayed twice, this indicates that both the service voucher and the sales receipt have not yet been printed.

3. If you wish to print a saved file, select the desired processing number (REF), by entering an **X** into the corresponding box.
4. Click on **Send** or press enter.
   
   A transition to the VERK mask is performed.

### How to Display Open Processing Number by Travel Agents Using External Services

You can display all processing numbers of stored service vouchers in the selected third party-system enabling you to see which processing number (REF/ANR) was generated by which agent or system (for example third-party system CTS), and on what date and time.

1. Select **All open processing number for travel agent with external services** by clicking on the respective option button.
2. Select desired **Third-party system** through the provided drop down list, for example CTS.

   **Note:** To retrieve an **error list**, click on the respective check box.

3. Click on **Send** or press enter.
   
   The system displays an overview of open processing numbers in the selected third party system. The travel agent number and processing numbers of all saved sales receipts are displayed:

4. If you wish to retrieve a file, select the desired processing number (REF/ANR), by entering an **X** into the corresponding box.
5. Click on **Send** or press enter.
   
   A transition to the VERK mask is performed.
How to Display Open Processing Number in Branches Using External Services

1. Select **All open processing number for branch with external services** by clicking on the respective option button.
2. Select desired **Third-party system** through the provided drop down list, for example CTS.
   **Note:** To retrieve an **error list**, click on the respective check box.
3. Click on **Send** or press enter.

ZAEH - Business Unit Counter

What Is the ZAEH Mask?
In the ZAEH mask, you can set the number range for sales documents, protocols and travel confirmations. In addition, you can display the cash ledger for travel agents and the branch as well as revenue. You administer the inventories of:

- Neutral tickets (NT tickets).
- LH air tickets.
- ATB coupons.

How to Display Receipt Number Ranges
Click on **Number ranges** in the **Display receipt counter of branch** section ranges .

The system displays a summary.

Those receipts, for which you determine the number ranges, are displayed as follows:

- The receipt type.
- The next number to be printed.
- The stock limit.
- The upper limit.

Example: Display of Receipt Number Ranges

```
RECEIPT NUMBER RANGES AG/BST-NR [AGCY/BR-NO] 009902/001
EXP-NR [AGT-NO] 2312 STAND [STATUS]: 19.06.98 10:43:07

K/A-ZAEHLER     NAECHSTE NR 00000005  UNTERGRENZE 00000001
                 OBERGRENZE 00000010

R/G/L/S-ZAEHLER NAECHSTE NR 00014000  UNTERGRENZE 00014000
                 OBERGRENZE 00015000

V-ZAEHLER       NAECHSTE NR 00920461  UNTERGRENZE 00920000
                 OBERGRENZE 00929999
```
How to Display Next Receipt Number Through the Counter

Click on Counter (next receipt no.) in the Display receipt counter of branch section.

All receipt types, for which at least one receipt has been printed, are displayed with the next available number which can be assigned.

How to Display Turnover Group's Sales Codes

1. Select Turnover groups in the Display turnover counter of branch section, by clicking on the corresponding check box (a check-mark is displayed).

2. Enter the desired turnover group code into the UMSG field (for example 1 for German Rail or 4 for deposits).

3. Click on Send or press enter.

   A transition to the UMSG mask is performed.

   The individual sales codes, which are assigned to the entered turnover group, are displayed.

What Are Branch Turnover Statistics?

By requesting the turnover statistics you always have an overview of the turnovers of a branch at hand. You can therefore allocate the sales to a particular division (for example, claiming a higher commission).

How to Display an Overview of the Branch's Total Turnover

1. Select Branch in the Display turnover counter of branch section, by clicking on the corresponding check box (a check-mark is displayed).

2. Click on Send or press enter.

   All groups having a turnover are displayed. Within the right-hand column, the system created-services' portion of the total turnover is displayed.

Example: Display of a Branch's Turnover Counter

BST-UMSATZZAEHLER AG/BST-NR 009902/001 EXP-NR 2208 STAND: 11.09.17 13:55:09

GESAMT-UMSATZ DAVON
How to Display Turnover Group's Turnover

1. Select Turnover groups in the Display turnover counter of branch section, by clicking on the corresponding check box (a check-mark is displayed).

2. Enter the code of the turnover group into the UMSG field (for example 1 for German Rail, 4 deposits, and so on).

3. Click on Send or press enter.

   Sales and refunds/voids will be displayed for the input turnover group in the UMSG mask. Automatically and manually created services are differentiated.

How to Display Sales Code's Turnover

1. Select Separate turnover in the Display turnover counter of branch section, by clicking on the corresponding check box (a check-mark is displayed).

2. Enter a 4-digit service code or UG + the 2-digit turnover group's number into the UMSZ field (for example 9981 or UG04)

   Note: The UG identifier (Turnover group) must always be entered in front of the turnover group’s number.

3. Click on Send or press enter.

   Sales and refunds/voids will be displayed for the input sales code in the UMSZ mask. Automatically and manually created services are differentiated.

   Below this, the next sale’s code is displayed.

   Through the forward and backward keys scroll through additional sales code groups.

How to Display an Overview of the Organisation's Total Turnover

1. Select Organisation in the Display turnover counter of branch section, by clicking on the corresponding check box (a check-mark is displayed).

2. Click on Send or press enter.

What Is a Cash Sales Turnover?

You can display the turnover from cash sales. Included are sales for which a cash sales or a prepayment or deposit receipt has been issued within the travel confirmation.

How to Display Cash Counter Per Agent

You can display the sum of cash sales.
1. Select Travel agent in the Display cash counter section, by clicking on the corresponding check box (a check-mark is displayed).

2. Click on Send or press enter.

   **Note:** Optionally, you can enter a currency into the Turnover currency field.

   The cash turnover of the respective agent is displayed since printing the latest agent protocol. The output is divided into:
   - Cash sales.
   - Credit-card sales, for which a cash-ledger receipt has been created.
   - Sales, which have been executed via Amadeus Cash.

### How to Display the Branch's Cash Counter

You can display the sum of cash sales since printing the last agent protocol.

1. Select Branch in the Display cash counter section, by clicking on the corresponding check box (a check-mark is displayed).

   **Note:** Optionally, you can enter a currency into the Turnover currency field.

2. Click on Send or press enter.

   The cash turnover of the branch is displayed. The summary is divided into:
   - Cash sales.
   - Credit-card sales, for which a cash-ledger receipt has been created.
   - Sales, which have been executed via Amadeus Cash.

### What are Document Number Ranges?

You can allocate customised number ranges to the different document types. This applies to receipts, travel notifications and protocols.

### How to Set Up a Number Range for Cash Receipts

You can determine the number ranges for cash receipts; both accounts payable and receivable.

**Note:** The system automatically begins with the document number 00000001, if you do not set a different number sequence.

1. Select K/A in the Set receipt counter for section, by clicking on the corresponding check box (a check-mark is displayed).

2. Enter the number, which should be printed as the next one on any cash receipt, into the Next no. field.

3. Enter the lowest number of the desired range into the Lower limit field.

4. Enter the highest number of the desired range into the Upper limit field.

5. Click on Send or press enter.

   **Note:** If the next document printed should be assigned a different number other than the number placed into the Lower limit field, enter the desired document number into the Next number field. This counter is employed by all sales slips that are printed on document type "10" (sales slips, refund vouchers, internal documents and receipts).
The next cash receipt is printed with the number you have indicated.

**How to Set Up a Number Range for Credit Card Documents:**

You can determine the number ranges for credit card documents, including invoices, credit notes, proof of deliveries and cancellation delivery receipts, as desired.

**Note:** The system automatically begins with the document number 00000001, if you do not set a different number sequence.

1. Select R/G/L/S in the Set receipt counter for section, by clicking on the corresponding check box (a check-mark is displayed).
2. Enter the number, which should be printed as the next one on any credit card document, into the Next no. field.
3. Enter the lowest number of the desired range into the Lower limit field.
4. Enter the highest number of the desired range into the Upper limit field.
5. Click on Send or press enter.

**Note:** If the next document printed should be assigned a different number other than the number placed into the Lower limit field, enter the desired document number into the Next number field. The next number counter is employed by all credit card documents (invoices, refunds, delivery notes and delivery cancellation notes).

The next credit card document is printed with the number indicated.

**How to Set Up a Number Range for Advance Payment Receipts**

You can determine the number range for advance payment receipts as desired. This number range is also valid for deposit receipts upon a travel confirmation.

**Note:** The system automatically begins with the document number 00000001, if you do not set your own number sequence.

1. Select V in the Set receipt counter for section, by clicking on the corresponding check box (a check-mark is displayed).
2. Enter the number, which should be printed as the next one on any cash advance payment receipt, into the Next no. field.
3. Enter the lowest number of the desired range into the Lower limit field.
4. Enter the highest number of the desired range into the Upper limit field.
5. Click on Send or press enter.

**Note:** If the next document printed should be assigned a different number other than the number placed into the Lower limit field, enter the desired document number into the Next number field. This counter is employed for advance payments and deposits made on travel booking forms and travel confirmations.

The next advance payment or deposit receipt is printed with the number indicated.

**How to Set Up a Number Range for Proof of Delivery Documents**

You can determine the number range for proof of delivery documents.

**Note:** The system automatically begins with the document number 00000001, if you do not set your own number sequence.
1. Select **N** in the **Set receipt counter for** section, by clicking on the corresponding check box (a check-mark is displayed).
2. Enter the number, which should be printed as the next one on any proof of delivery, into the **Next no.** field.
3. Enter the lowest number of the desired range into the **Lower limit** field.
4. Enter the highest number of the desired range into the **Upper limit** field.
5. Click on **Send** or press enter.
   
The next proof of delivery document is printed with the number indicated.

**How to Set Up a Number Range for Travel Confirmation**

You can determine the number range for the travel confirmation as desired.

**Note:** The system automatically begins with the document number 00000001, if you do not set your own number sequence.

1. Select **RAN** in the **Set receipt counter for** section, by clicking on the corresponding check box (a check-mark is displayed).
2. Enter the number, which should be printed as the next one on any travel confirmation, into the **Next no.** field.
3. Enter the lowest number of the desired range into the **Lower limit** field.
4. Enter the highest number of the desired range into the **Upper limit** field.
5. Click on **Send** or press enter.

**Note:** The receipt number for a travel confirmation may not be longer than six numbers. This Document is primarily used in the German market. It represents the commitment to purchase by a customer for the listed travel services, upon confirmation from the service provider.

The next travel confirmation is printed with the number indicated.

**How to Set Up a Number Range for Ledger-Data Protocols**

You can determine the number range for the accounting ledger (Receipt ID 00), as desired.

**Note:** The system automatically begins with the document number 001, if you do not set your own number sequence.

1. Select **SISO** in the **Set protocol counter for** section, by clicking on the corresponding check box (a check-mark is displayed).
2. Enter the number, which should be printed as the next one on any ledger, into the **Next no.** field.
3. Enter the lowest number of the desired range into the **Lower limit** field.
4. Enter the highest number of the desired range into the **Upper limit** field.
5. Click on **Send** or press enter.

The next accounting ledger is printed with the number indicated.

**How to Set Up a Number Range for Sign-Out Protocols**

You can determine the number range for the sign-out protocol (Receipt ID 00).
Note: The system automatically begins with the Document number 001, if you do not set your own number sequence.

1. Select SISO in the Set protocol counter for section, by clicking on the corresponding check box (a check-mark is displayed).
2. Enter the number, which should be printed as the next one on any sign-out protocol, into the Next no. field.
3. Enter the lowest number of the desired range into the Lower limit field.
4. Enter the highest number of the desired range into the Upper limit field.
5. Click on Send or press enter.

Note: This counter is employed by all consultant and business unit reports.

The next sign-out protocol is printed with the number indicated.

DRFO - Restarting Printer

What Is the DRFO Mask?
In the DRFO mask you can retry failed print jobs.

How to Continue Printing
You have sent a document for printing and the message bar displays:
Please activate "Continue print-out".

1. Select Continue print-out, by clicking on the corresponding OK button.
   A message displays details a confirmation.
2. Click on OK to initiate the print-out.

How to Continue Printing Without Reprinting
You have sent a document for printing.

Caution: Please only reset the printer in case of irregularities. Otherwise unnecessary erroneous print-outs are printed.

Select Continue print-out without reprint, by clicking on the corresponding OK button.

The message bar displays a confirmation.

Note: If you have deleted the print-out of a service voucher, void any issued vouchers.

DRFS - Restarting Printer for Service Vouchers

What Is the DRFS Mask?
In the DRFS mask you can retry failed service voucher print jobs.
How to Restart Printer for Service Voucher

1. Enter the processing number into the Processing no. field
2. Select Print service voucher for processing number, by clicking on the corresponding OK button.

If you print through a laser or matrix printer, it might be necessary to confirm the print job on the screen before printing out.

DRST - Print Control Functions

What Is the DRST Mask?

The DRST mask enables you to allocate the different printers of your branch to specific terminals.

Note: A system printer that is logged into Amadeus must be connected to the respective terminal.

In a new branch, a printer is automatically allocated to each terminal. This is also the case, if there are more terminals than printers. In so far as receipts should be printed from all terminals, each terminal without printer must have one allocated to it.

How to Display the Printer Allocation of RBTs

Display printer / POS-allocation of RBTs, by clicking on the adjacent OK button.

The system displays a summary.

All terminals of the branch are displayed. The number of the allocated ECO printer is displayed under the terminal number. If you also use Amadeus CASH (POS), this allocation is also displayed. The terminal with which the request was made is marked with an * (asterisk).

Example: Display of the Printer Allocation of RBTs

<table>
<thead>
<tr>
<th>PRINTER/POS ALLOCATION</th>
<th>PAGING</th>
</tr>
</thead>
<tbody>
<tr>
<td>RBT NO:01 02 03 04 05 06 07 08 09 10* 11</td>
<td></td>
</tr>
<tr>
<td>ECO-NO:12 02 03 04 05 02 07 08 09 10 10</td>
<td></td>
</tr>
<tr>
<td>DOK NO:12 02 03 04 05 06 07 08 09 10 10</td>
<td></td>
</tr>
<tr>
<td>ATB NO:01 02 03 04 05 06 07 08 09 10 11</td>
<td></td>
</tr>
</tbody>
</table>

How to Change the Allocation of an ECO-Printer

You can allocate a different printer to print the documents.

Note: A printer must be installed at your terminal.

1. Enter the printer number into the Change allocation of ECO-printer onto printer no. field.
2. Click on the adjacent OK button.
The newly allocated printer prints the documents.

Amadeus Tour Market (TOMA Mask)

The Amadeus Tour Market procedure provides you with an universal mask for all tour services including insurances. You can directly book tour operators, insurance companies, hotel companies and cruise operators affiliated with Amadeus in the TOMA mask.

Requirements for using the procedure

• You must sign a separate agency contract with each tour operator, provider and insurer you would like to book via Amadeus.
• Printing travel confirmations and neutral travel documents in the TOMA mask requires a laser or dot matrix printer or a document printer.

The main functions of Amadeus Tour Market are:

• Retrieving information about tour operators, bookings, flight times etc.
• Requesting availabilities and vacancies
• Performing options, confirmed bookings and booking on request
• Booking several services
• Displaying bookings
• Rebooking of services
• Cancelling bookings
• Issuing travel documents
• Sending of offers and travel confirmations via e-mail and fax.

Retrieving the TOMA mask

There are several ways to retrieve the TOMA mask:

1. Select the German Local Content component via the tab and then
2. Enter the name of the mask TOMA in the field at the end of the toolbar and press Enter or
3. Click on the Amadeus Tour Market Icon on the toolbar or
4. Click on Menu, point to Consulting/Booking, click on “TOMA Amadeus Tour Market” or
5. Double-click on a free tab of the Amadeus Multi Screen and enter the name of the mask TOMA

Retrieving Amadeus Tour Market Service Functions

You can obtain information about every bookable tour operator via Amadeus Tour Market by using the “Service Functions”.

Example: Action: ?A + Provider code displays all action codes of a specific tour operator
List of Amadeus Tour Market Service Functions

<table>
<thead>
<tr>
<th>Entry</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action: ?</td>
<td>Display an overview of all possible Service Functions</td>
</tr>
<tr>
<td>Action ?A and provider code</td>
<td>Display action codes of a tour operator</td>
</tr>
<tr>
<td>Action ?C and provider code</td>
<td>Print the address of the tour operator</td>
</tr>
<tr>
<td>Action: ?D</td>
<td>Display calendar</td>
</tr>
<tr>
<td>Action: ?E and provider code</td>
<td>Print the address of the tour operator on a label</td>
</tr>
<tr>
<td>Action ?F and provider code</td>
<td>Display a list of all service type codes that the tour operator provides</td>
</tr>
<tr>
<td>Action ?K and provider code</td>
<td>Take customer address from customer file</td>
</tr>
<tr>
<td>Action ?L and provider</td>
<td>Display address of the tour operator’s headquarter</td>
</tr>
<tr>
<td>Action ?P and provider code</td>
<td>Print tour operator information</td>
</tr>
<tr>
<td>Action ?R and provider code</td>
<td>Display different travel types offered by the tour operator</td>
</tr>
</tbody>
</table>

Getting Started With Amadeus Tour Market (TOMA)

What Is Amadeus Tour Market?

The Amadeus Tour Market (TOMA) application provides you with a universal platform for booking all tour services, including insurances. You can use it to directly book tour operators, insurance companies, hotel companies and cruise operators affiliated with Amadeus.

TOMA features:

- Retrieve information about tour-operators, bookings, flight times and so on.
- Request availabilities and vacancies.
- Perform options, confirmed bookings and booking on request.
- Book several services.
- Display bookings.
- Rebook services.
- Cancel bookings.
- Issue travel documents.
- Send offers and travel confirmations via e-mail and fax.

TOMA is comprised of:

- A System line.
- A multifunction line.
- A system message bar (display of system messages).
• A service booking section (entry of the service data).
• An information display (provides availability, vacancies, booking details, information of the service provider etc.).
• A customer section.
• A statistic section.

Requirements for Using TOMA
You must sign a separate agency contract with each tour operator, provider and insurer you would like to book through the TOMA mask.

Printing travel confirmations and neutral travel documents in TOMA requires a laser printer.

Launching TOMA mask

How to Launch the TOMA Mask Through The Toolbar Button
Click on TOMA in the toolbar.

How to Launch the TOMA Mask by the New Booking File Button
1. Click on the triangle on the right hand side of the New Booking File button to open the select box of the drop down menu.
2. Select TOMA.
   The symbol of the memory button changes to show the TOMA icon.
3. Click on the New Booking File button
   A new TOMA booking file is opened. It is not necessary to open the select box of the button again. The memory button is reset to the default display: New Booking File when Selling Platform Connect is relaunched.

How to Launch the TOMA Mask Through the File Menu
1. Click on File in the menu bar.
2. Select New Booking File.
3. Click on TOMA.

How to Launch the TOMA Mask Through the Menu Bar
1. Click on Local Content in the menu bar.
2. Select Consulting/Booking.
3. Click on TOMA.

How to Launch the TOMA Mask Through Your Desktop
Click on the TOMA button in the Your Desktop section on the Main Page.
Handling Multiple TOMA Booking Files

You can launch a maximum of three TOMA booking files. Each TOMA booking file tab uses a separate terminal ID which allows you to manage up to three bookings in parallel, when using the same provider.

Note: The TOMA booking data is not integrated into the booking file (PNR). Due to this the Go-to panel on the right hand side is collapsed by default. If you select an application through the Go-to panel icons, a new booking file will be launched and the current open TOMA booking file will be closed without saving the data.

Using the Action Bar in the TOMA Mask

In addition to the buttons available in the action bar for the Local Content masks the following buttons are available in TOMA:

- Save and send offers with options Save and Save and send all saved through the SEND mask of Amadeus Fax and Email Plus.
- Send travel confirmation with options Print and send and Send through the SEND mask.
- Order a travel guide through Bookes.

What Is the SEND Mask?

You can send offers and travel confirmations as email or fax through the SEND mask of Amadeus Fax and Email Plus, which can be launched from the action bar in the TOMA mask after a booking inquiry and booking respectively.

How to Save Offers for Sending Through Email or Fax

1. Perform a booking inquiry in TOMA.
   See How to Perform a Booking Inquiry on page 400.
2. Click on the Offers button.
3. Click on Save.
   The message bar displays:
   K887 BA registered for delivery
4. Click on Back to TOMA to return to TOMA.

How to Save and Send All Offers Through Email or Fax

1. Perform a booking inquiry.
   See How to Perform a Booking Inquiry on page 400.
2. Click on the Offers button.
3. Click on Save and send all saved.
   The message bar displays:
   K887 BA registered for delivery
4. Click on Back to TOMA to return to TOMA.
How to Print and Send a Travel Confirmation Through Email or Fax

1. Perform a TOMA booking.
   See How to Perform a Booking Inquiry on page 400.
2. Enter D into the Service Voucher field.
3. Click on the Travel Confirmation button.
4. Click on Print and send.
   The SEND mask is displayed.
   A processing number is created for printing.
   The message bar displays:
   K225 Disp./CONF ok/ S111 Print DC
5. Enter email/ fax related information like address, subject and a short note.
6. Click on Send.
   The message bar displays:
   K872 Order registered for delivery
7. Click on Back to TOMA to return to TOMA.

How to Send a Travel Confirmation Through Email or Fax

1. Perform a TOMA booking.
   See How to Perform a Booking on page 401.
2. Click on the Travel Confirmation button.
3. Click on Send.
   The SEND mask is displayed.
   The message bar displays:
   K225 Disp./CONF ok
4. Enter email/ fax related information like address, subject and a short note.
5. Click on Send.
   The message bar displays:
   K872 Order registered for delivery
6. Click on Back to TOMA to return to the TOMA mask.

What Is Bookes?

Through Bookes page you can order a travel guide for customers for a fee from the Nelles Verlag website(a German travel guide publishing company).

How to Order a Travel Guide Through Bookes

1. Click on Bookes.
   The Nelles Verlag website opens.
   Note: The office ID is automatically transferred to the provider as well as the contact data of the travel agency which are prefilled in the order form.
2. Select the desired travel guide.
3. Enter the name details.
4. Apply a salutation if required.
5. Enter the email address of the customer.
6. Enter the email address of your travel agency.
7. Select the standard salutation text.
   Or:
   Enter a free text if you want to use an alternative text.
8. Modify the imprint if required.
9. Click on Kostenpflichtig Bestellen to perform the order.

Further Information Services and Features in TOMA

The TOMA mask enables you to perform specific features, services, retrieve further information and details of a booking from a tour operator/provider.

Retrieving Service Information in TOMA

You can obtain information about every bookable tour operator / provider through the TOMA mask by using the service features.

<table>
<thead>
<tr>
<th>Entry</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action: ?</td>
<td>Display an overview of all possible service features.</td>
</tr>
<tr>
<td>Action: ?C and provider code</td>
<td>Print the address of the tour operator.</td>
</tr>
<tr>
<td>Action: ?E and provider code</td>
<td>Print the address of the tour operator on a label.</td>
</tr>
<tr>
<td>Action: ?F and provider code</td>
<td>Display a list of all service type codes that the tour operator provides.</td>
</tr>
<tr>
<td>Action: ?K and provider code</td>
<td>Take customer address from customer file.</td>
</tr>
<tr>
<td>Action: ?L and provider code</td>
<td>Display address of the tour operator’s headquarter.</td>
</tr>
<tr>
<td>Action: ?P and provider code</td>
<td>Print tour operator information.</td>
</tr>
<tr>
<td>Action: ?R and provider code</td>
<td>Display different travel types offered by the tour operator.</td>
</tr>
</tbody>
</table>

How to Retrieve a Tour Operator's Information Page

1. Enter I in the Action field.
2. Enter the provider code in the Provider field.
3. Click on Send or press enter.
   The window with the tour operator information page is displayed.
4. Select an information topic.
The tour operator assigns each topic its own code (alphanumeric).
5. Enter this code in the multifunction line field.
Some tour operators work with dynamic submasks enabling a navigation within the information submask.
6. Click on Send or press enter.
   Note: The retrieved information can vary significantly between the tour operators. The most frequent topics are: last-minute offers, booking notes, cancellation or rebooking conditions, travel agent offers, updates and so on.
   You can scroll through the display using the forward and backward buttons in the TOMA action bar.

How to Retrieve Detailed Information of a Booking
You are able to retrieve information about a performed booking, in order to share details of the journey that are important to your customer.
1. Display the desired booking.
   See How to Display a TOMA Booking on page 405.
   Or:
   How to Display a Booking Through the Order Search on page 406.
2. Enter BI in the Action field.
3. Click on Send or press enter.
   The message bar displays:
   K367 Booking information displayed

How to Retrieve Travel Times in Amadeus Tour Market
You are able to retrieve the transportation times for a performed booking, in order to inform the customer and match any connecting bookings.
1. Display the desired booking.
   See How to Display a TOMA Booking on page 405.
   Or:
   How to Display a Booking Through the Order Search on page 406.
2. Enter GZ in the Action field.
3. Click on Send or press enter.

How to Display a Sample Booking of a Tour Operator
1. Enter B? in the Action field.
2. Enter the provider code in the Provider field.
3. Enter the travel type code in the Travel type field (if necessary).
4. Click on Send or press enter.
   The message bar displays:
   K300 *** Sample booking displayed ***
Performing Test Bookings

Some tour operators provide you with action codes for test bookings, enabling you to familiarise yourself with the individual booking steps without affecting the tour operator's inventory.

<table>
<thead>
<tr>
<th>Test action</th>
<th>Explanation</th>
<th>Corresponding real action</th>
<th>Confirmation codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>TB</td>
<td>Test booking</td>
<td>(B)</td>
<td>260 ** Testb.** ok</td>
</tr>
<tr>
<td>TD</td>
<td>Test display</td>
<td>(D)</td>
<td>265 ** Testdisp** ok</td>
</tr>
<tr>
<td>TF</td>
<td>Test fixed booking</td>
<td>(F)</td>
<td>264 ** Testfi** ok</td>
</tr>
<tr>
<td>TO</td>
<td>Test optional booking</td>
<td>(O)</td>
<td>261 ** Tstopn.** ok</td>
</tr>
<tr>
<td>TS</td>
<td>Test cancellation</td>
<td>(S)</td>
<td>262 ** Tstcan.** ok</td>
</tr>
<tr>
<td>TU</td>
<td>Test rebooking</td>
<td>(U)</td>
<td>263 ** Testm.** ok</td>
</tr>
</tbody>
</table>

Note: It is obligatory to check that all the test action codes begin by the letter T. All other actions are real actions.

What Is a Tour Operator Protocol?

You can print out a protocol of each tour operator comprising most important information and among other things the provided action codes. The protocol contains the following details:

- Provider code.
- Amadeus code number.
- Tour operator's address and contact details.
- Action code list.
- Service type code list.
- Travel types.
- Further Information.

How to Print a Tour Operator Protocol

1. Enter ?P in the Action field.
2. Enter the provider code in the Provider field.
3. Enter the travel type code in the Travel type field (if necessary).
4. Click on Send or press enter.
   - The message bar displays: K018 Print Prot

How to Perform a Catalogue Order

You must have a travel agency contract with a tour operator.
1. Enter IP in the **Action** field.
2. Enter the provider code in the **Provider** field.
3. Click on **Send** or press enter.
   The tour operator provides displays a selection of the valid catalogues and brochures and the available shipping units.
4. Mark the desired catalogues of some tour operators with an X and enter the number of items.
5. Click on **Send** or press enter.
   **Note:** A catalogue order is not an automated procedure, and therefore, not necessarily made available by all tour operators.

### How to Print Self Adhesive Tour Operator Address Labels

1. Enter ?E in the **Action** field.
2. Enter the provider code in the **Provider** field.
3. Enter the travel type code in the **Travel type** field (if necessary).
4. Enter a contact person (if available) into the multifunction line field.
5. Enter the remaining number of labels (on the sheet) and the number of labels to be printed divided by a slash into the **Service Type** field: 6/5.
   - The first number indicates the number of labels remaining on the sheet (to be counted from the upper-left to the lower-right).
   - The second number indicates the number of labels to be printed.
   **Note:** If you want to print a single label, just leave a blank in the **Service Type** field and insert a complete label sheet in your printer's manual feeder.
6. Click on **Send** or press enter.
   The message bar displays:
   UO26 Printing labels
   The system displays the tour operator details.

### Performing Availability and Vacancy Requests

You can check availabilities or vacancies for a specific service like flights, hotels, holiday homes, rental cars, cruises and so on.

#### How to Request a Flight Availability

1. Enter G in the **Action** field.
   **Note:** You can enter the action code GF to display only free contingents if a tour operators provides this action.
2. Enter the provider code in the **Provider** field.
3. Enter the travel type code in the **Travel type** field (if necessary).
4. Enter the number of travellers into the **Travellers** field.
5. Enter the following field elements into the service section:

<table>
<thead>
<tr>
<th>Field</th>
<th>Example for a transport availability</th>
</tr>
</thead>
</table>

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Service Type | F for Flight (see drop-down list).
---|---
Service code | HAM PMI (city pair)
From/To | 120707 / 260707 or total days of stay; alternatively use the Date-Picker.

6. Click on Send or press enter.

The system displays now information about availability, flight times and alternative dates.

These are the common availability status codes in the system display:

<table>
<thead>
<tr>
<th>Codes</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>1..9</td>
<td>From 1 to 9 seats free.</td>
</tr>
<tr>
<td>*</td>
<td>More than 9 seats free.</td>
</tr>
<tr>
<td>0</td>
<td>Booked out or not available.</td>
</tr>
<tr>
<td>P</td>
<td>Can only be booked as tour.</td>
</tr>
<tr>
<td>R</td>
<td>Possible on request.</td>
</tr>
<tr>
<td>W</td>
<td>Waiting list possible.</td>
</tr>
<tr>
<td>-</td>
<td>Not available to the tour operator.</td>
</tr>
</tbody>
</table>

You can scroll through the display using the forward and backward keys in the Amadeus Tour Market action bar.

**Note:** Please pay attention to the instructions in the tour operator's catalogue or in the system display.

**What is the Multifunction Line?**

Through the multifunction line you can select flights, record further information and perform a detailed order search. This field is located below the action field.

**Note:** This is tour operator-specific. Please pay attention to the instructions in the tour operator's catalogue or in the system display.

**How to Select a Flight From the Availability Display Through the Multifunction Line**

1. Enter the desired two letters displayed from the availability, one for the outbound and one for the return, into the multifunction line.
2. Click on the Send button or press enter.

   The flights are transferred into the TOMA mask. Now you can perform a booking inquiry (action BA) or a booking (action B) or retrieve an availability or vacancy for another service.

**How to Select a Flight From the Availability Submask**

1. Select a flight from the submask by marking the respective boxes with an X.
2. Mark the TOMA selection box with an X.
3. Press enter.
The flights are transferred into the TOMA mask. Now you can perform a booking inquiry (action BA) or a booking (action B) or retrieve an availability or vacancy for another service.

**How to Request Hotel Vacancies**

1. Enter H in the **Action** field.
   - **Note:** You can enter the **Action** code HF to display only free contingents if a tour operator provides this action.

2. Enter the provider code in the **Provider** field.

3. Enter the travel type code in the **Travel type** field (if necessary).

4. Enter number of travellers into the **Traveller** field.

5. Enter H in the **Service Type** field.
   - **Note:** You can use the action code ?F together with the provider code to retrieve the tour operator-specific service type codes.

6. Enter the service code of the desired hotel from the operator’s catalogue in the **Service Code** field.
   
   Or:
   
   Enter the three letter code of the destination into the **Service Code** field.

7. Enter a date into the **From** and **To** fields or select the date through the date picker.

8. Click on **Send** or press enter.

The system displays an information about hotels, vacancies, alternative dates, room types, board and occupancy options.

These are the usual codes in the system display:

<table>
<thead>
<tr>
<th>Codes</th>
<th>Decoding</th>
</tr>
</thead>
<tbody>
<tr>
<td>&gt;10</td>
<td>More than 10 rooms are available.</td>
</tr>
<tr>
<td>*</td>
<td>Nine or more rooms are available.</td>
</tr>
<tr>
<td>*/NO</td>
<td>Not available or on request.</td>
</tr>
<tr>
<td>RQ</td>
<td>Room only on request available.</td>
</tr>
<tr>
<td>EZ/EC</td>
<td>Single bed room available.</td>
</tr>
<tr>
<td>DZ/DC</td>
<td>Double bed room available.</td>
</tr>
<tr>
<td>HP/H</td>
<td>Half board available.</td>
</tr>
<tr>
<td>AI/A</td>
<td>Full board available.</td>
</tr>
</tbody>
</table>

You can scroll through the display using the forward and backward keys in the Amadeus Tour Market action bar.

**How to Select a Hotel After a Vacancy Request**

1. Select the desired hotel offer from the vacancy submask by marking the respective boxes with an X.

2. Mark the **TOMA** selection box with an X.

3. Click on **Send** or press enter.
   
   Or:
Enter the service code of the available hotel offer manually into the **Service code** field.

4. Enter the accommodation code into the **Acc.** field manually.

**Note:** The service type, service code and accommodation codes are tour operator-specific. Please pay attention to the instructions in the tour operator's catalogue or in the system display.

### Booking inquiries

Through a booking inquiry you are able to check the availability of all desired services and fare details in one action.

**How to Perform a Booking Inquiry**

1. Enter BA in the **Action** field.

   **Note:** You must have entered or transferred service details through the multifunction line or the submask before you can perform a booking inquiry. Alternatively you can enter the service type codes manually depending on the tour operator. For further information see Performing Availability and Vacancy Requests on page 397.

2. Enter the provider code in the **Provider** field.

3. Enter the travel type code in the **Travel type** field (if necessary).

4. Enter the number of travellers into the **Travellers** field.

5. Enter the field elements in the customer section (not mandatory for all tour operators for a booking inquiry):

<table>
<thead>
<tr>
<th>Field</th>
<th>Entry</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>Form of address.</td>
<td>H for Mr, D for Mrs (or select via the drop-down menu)</td>
</tr>
<tr>
<td>Name/First name/Title</td>
<td>Customer name.</td>
<td>Enter first name/last name and academic title (if required), for example: KELLER/FRANZ/DR.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Note:</strong> Last name, first name and title are separated by a slash.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If the next traveller has the same family name, enter only the first name after a slash.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>KELLER/ANGELA or /ANGELA (not provided by all tour operators)</td>
</tr>
<tr>
<td>Age/Reduction</td>
<td>Eter the age or date of birth for persons entitled to reductions (e.g. children and infants).</td>
<td>3 for 3 years for children (depending on the tour operator)</td>
</tr>
</tbody>
</table>

6. Click on **Send** or press enter.

   The message bar displays a message after a successful booking inquiry:

   K712 Booking possible, please use Action B
Or:
The following message is displayed if only booking on request is possible:
K733 Booking possible, please use Action BQ
The total amount of the booking is displayed in the Total amount field.

How to Send Offers Through Email or Fax Manually

1. Perform a booking inquiry.
   See How to Send a Travel Confirmation Through Email or Fax on page 393.
2. Enter AM in the Action field.
3. Enter B in the Service voucher field.
4. Click on Send or press enter.
   The SEND mask is displayed.
5. Enter the customer's fax number or email address into the respective fields in the SEND mask.
6. You can enter free text into the Free text field.
7. Enter a complimentary closing phrase into the Salutation line field.
8. Click on Send or press enter.
   The message bar displays:
   K872 Order registered for delivery
   The offer is sent immediately to your customer as a PDF file (in case of an email).

Note: You can send up to five offers. To do so, first save the offers with action AM (recording offer) and do not enter B in the Service voucher field until you reach the last offer to switch to the SEND mask. Enter AL in the Action field (deleting (all) offers) to delete already saved offers. Unlike to the manual sending, you can click on the button Send in the action bar and select the desired option. For further information see How to Save and Send All Offers Through Email or Fax on page 392. You cannot resend the offer and retrieve the offer again. The system sends the offer to your recorded email address in bcc. You can contact Amadeus Germany Sales for turning off this feature.

Booking and Printing Travel Confirmation

You can complete a booking with or without printing a travel confirmation.

How to Perform a Booking

Note: You have entered all mandatory field elements and may have performed a booking inquiry (action code BA). For further information see How to Perform a Booking Inquiry on page 400.

1. Complete a booking by entering the following action codes in the Action field (depending on the tour operator and type of booking).
<table>
<thead>
<tr>
<th>Action</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>Booking.</td>
</tr>
<tr>
<td>BC</td>
<td>Booking with confirmation of a note (confirmation).</td>
</tr>
<tr>
<td>BM</td>
<td>Prebooking.</td>
</tr>
<tr>
<td>BQ</td>
<td>Booking on request</td>
</tr>
<tr>
<td>BR</td>
<td>Booking with printing a travel confirmation.</td>
</tr>
<tr>
<td>BW</td>
<td>Booking waiting list.</td>
</tr>
<tr>
<td>O</td>
<td>Option.</td>
</tr>
<tr>
<td>OC</td>
<td>Option with confirmation of a note (confirmation).</td>
</tr>
<tr>
<td>OQ</td>
<td>Option on request.</td>
</tr>
<tr>
<td>OR</td>
<td>Option with printing a travel confirmation.</td>
</tr>
<tr>
<td>F</td>
<td>Confirm booking.</td>
</tr>
<tr>
<td>FR</td>
<td>Confirm booking with printing a travel confirmation.</td>
</tr>
</tbody>
</table>

**Note:** The tour operator assigns a booking number to a completed booking, which is displayed in the **Booking no.** field.

The message bar displays (varies per tour operator):

K220 Booking ok

2. Print a travel confirmation after you have performed a booking successfully which can be signed by the customer.

   See How to Print a Travel Confirmation below

   **Note:** The travel confirmation is the contract between your customer and the tour operator.

**How to Print a Travel Confirmation**

1. Enter D in the **Service voucher** field.
2. Enter DR in the **Action** field.
   **Note:** Use the action code B for booking without printing
3. Click on **Send** or press enter.

   The message bar displays:

   K220 Book./CONF ok/S111 Print DC

   Your printer prints the travel confirmation.

**How to Create a Booking and Print a Travel Confirmation**

1. Enter the action code which enables you to simultaneous print.

<table>
<thead>
<tr>
<th>Entry</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action: BR</td>
<td>Book and print a travel confirmation.</td>
</tr>
<tr>
<td>Action: DR</td>
<td>Book and print a travel confirmation together with the booking file number.</td>
</tr>
<tr>
<td>Action: OR</td>
<td>Option and print an option confirmation.</td>
</tr>
</tbody>
</table>
2. Enter D in the Service voucher field.
3. Click on Send or press enter.
   The message bar displays:
   K220 Book./CONF ok/S111 Print DC
   Your printer prints the travel confirmation.

**How to Send a Travel Confirmation Through Email or Fax Manually**

1. Enter B in the Service voucher field for printing the travel confirmation and transition to the SEND mask for sending the travel confirmation through fax or email.

   **Note:** Alternatively enter O in the Service voucher field to switch to the SEND mask without printing the travel confirmation.

2. Enter the respective printing Action code.

<table>
<thead>
<tr>
<th>Entry</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action: BR</td>
<td>Book and print a travel confirmation.</td>
</tr>
<tr>
<td>Action: DR</td>
<td>Book and print a travel confirmation together with the booking file number.</td>
</tr>
<tr>
<td>Action: OR</td>
<td>Option and print an option confirmation.</td>
</tr>
<tr>
<td>Action: FR</td>
<td>Confirm an option and a travel confirmation.</td>
</tr>
<tr>
<td>Action: UR</td>
<td>Confirm a rebooking and print a rebooking confirmation.</td>
</tr>
<tr>
<td>Action: SR</td>
<td>Cancel a booking and print a cancellation confirmation.</td>
</tr>
</tbody>
</table>

The SEND mask is displayed; at the same time, the travel confirmation is printed at your printer (in case of entering D in the Service voucher field).

The travel confirmation sheet is printed (in case of entering B in the Service voucher field).

3. Enter the customer’s fax number and/or email address into the respective fields in the SEND mask.

   **Note:** The travel confirmation is sent as a PDF file.

4. Enter the customer’s mailing address for the accompanying letter (automated by the system).

5. You can enter free text into the Free text field.

6. Enter a complimentary closing phrase into the Salutation line field.

7. Click on Send or press enter.
   The message bar displays:
   K872 Order registered for delivery
   The travel confirmation is sent immediately to your customer.

   A detailed mailing protocol is displayed in your mailbox in the Amadeus INFO System indicating send date and email address.

   **Note:** The travel confirmation is send as PDF file (in case of an email). Alternatively to the manual sending with the print action code and
Amadeus Selling Platform Connect User Guide

service voucher code B or O, you can click on the button Send in the action bar and select the desired option. For further information see How to Send a Travel Confirmation Through Email or Fax on page 393.

Issuing and Cancelling Travel Documents

Some tour operators offer you the option of creating travel documents directly through Amadeus Tour Market.

You can issue neutral vouchers for several product groups, such as hotel, car rental, transfer. Issue DER hotel vouchers for DER hotel reservations only.

What Are the Deadlines for Printing Travel Documents?

You can only print out travel documents until a fixed deadline. Print deadlines are tour operator-specific and may vary. Please read the specific print deadlines on the tour operator information pages or in the Printing of Travel Documents submask (RA).

As a rule, the following deadlines apply for printing out travel documents:

• At least 21 days before departure.
• Not later than one day before departure.
• for last-minute bookings, seven days before departure and you must issue the documents on the day of booking.

How to Print Travel Documents

1. Enter RA in the Action field to retrieve the Printing Travel Documents submask.
2. Check the print status.
   Note: You can only print a document, if a J is displayed in the Stat. field. If a N is displayed in the Stat. field, a print-out is not yet possible. The earliest date for printing is displayed.
3. Select, by marking with an X, between the displayed printing options:
   • Print all documents.
   • For printing specific documents (mark corresponding document line).
4. Initiate printing by marking the voucher printing field with an X.
5. Enter D in the Service voucher field.
6. Click on Send or press enter.
   The message bar displays:
   K240 Voucher ok/248 Print DC OK
   Your printer prints the travel vouchers.
   The status OK is displayed in the Stat field for the printed documents. The print date is displayed.

How to Cancel Travel Documents After a Cancellation

1. Enter RA in the Action field to retrieve the Amadeus Printing of Travel Documents submask.
2. Click on **Send** or press Enter.
   The submask Printing of Travel Documents is displayed.

3. Note the printing status.
   The status OK must be displayed in the **Stat.** field.
   The system displays the following message:
   ```
   cancel documents
   ```

4. Select between the following options by marking the respective boxes with an X:
   - Cancel all documents.
   - Cancel specific documents (select line by marking with an X).

5. Click on **Send with _ cancelled document**.

6. Click on **Send** or press enter.
   The message bar displays:
   ```
   K775 The documents have been cancelled
   ```
   The Printing of Travel Documents submask displays the new status. The cancelled documents are marked with Y in the **Stat.** field for further processing.

7. Void the cancelled documents and mail them informally to the respective tour operator once a month.

8. Proceed with the cancellation as explained in the cancellation procedure. See How to Cancel a Booking on page 408.

   **Note:** The Printing of Travel Documents submask may vary depending on the tour operator. Please note the respective tour operator cancellation fees.

---

**Rebooking Procedures**

Before you rebook or modify a single service or the whole booking, perform a rebooking inquiry first to verify the conditions and advise the customer of any applicable fees.

**How to Display a TOMA Booking**

Anytime, you can display a performed booking for modifications, displaying travel times and printing a travel confirmation and so on.

1. Enter D in the **Action** field.
   - **Note:** If you do not have the booking number at hand, you can perform an order search with the action code V in the inventory of the specific tour operator in order to retrieve a list of your orders.

2. Enter the provider code in the **Provider** field.

3. Enter the travel type code in the **Travel type** field (if necessary).

4. Enter the booking number into the **Booking no.** field.

5. Click on **Send** or press enter.
   - **Note:** The message bar displays:
   ```
   K205 Display OK
   ```
How to Display a Booking Through the Order Search

1. Enter V in the **Action** field.
2. Enter the provider code in the **Provider** field.
3. Enter the travel type code in the **Travel type** field (if necessary).
4. Click on **Send** or press enter.

   Or:

   Enter alternative search criteria:

<table>
<thead>
<tr>
<th>Field</th>
<th>Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multifunction line</td>
<td>Option (Search for optional reservation).</td>
</tr>
<tr>
<td></td>
<td>Cancel (search for a cancelled reservation).</td>
</tr>
<tr>
<td>Name/First name/Title</td>
<td>The first letter with a full-stop: S.</td>
</tr>
<tr>
<td></td>
<td>Parts of the name with a full-stop: Schm.</td>
</tr>
<tr>
<td></td>
<td>The full name: Schmitt.</td>
</tr>
</tbody>
</table>

5. Click on **Send** or press enter.

   The system displays a list of reservations with their corresponding reservation numbers.

6. Select the desired reservation file by marking the respective box with an X.
   Or:
   Select the desired reservation by using the multifunction line.
   Or:
   Enter D in the **Action** field (if no submask is provided enter the displayed reservation number into the **Booking no.** field, too).

7. Click on **Send** or press enter.

What Is a Rebooking Inquiry?

Through a rebooking inquiry you can verify the availability of the services to be rebooked, the rebooking fee and the new fare in one step.

**Note:** Which services can be rebooked depends on the tour operator. They can vary from a simple name change to a complete rebooking of a service.

How to Perform a Rebooking Inquiry

1. Display the desired booking.
   See How to Display a TOMA Booking on page 405.
   Or:
   How to Display a Booking Through the Order Search above.

2. Enter UA in the **Action** field.

3. Overwrite or modify the fields in the service section you want to rebook.

4. Click on **Send** or press enter.

   The message bar displays:

   K752 Booking modification possible, please use ACTION code "U" / "M"
Either the rebooking fee is mentioned separately or it is displayed in the new fare calculation in the **Total amount** field.

**How to Rebook**

1. Display the desired booking.
   
   See How to Display a TOMA Booking on page 405.
   
   Or:
   
   How to Display a Booking Through the Order Search on page 406.

2. Enter U in the **Action** field.

3. Overwrite or modify the fields in the service section you want to rebook.

4. Click on **Send** or press enter.
   
   The message bar displays:
   
   K203 Modificat.ok
   
   The new fare is displayed in the **Total amount** field.

**How to Print a Rebooking Confirmation**

1. Display the desired booking.
   
   See How to Display a TOMA Booking on page 405.
   
   Or:
   
   How to Display a Booking Through the Order Search on page 406.

2. Enter D in the **Service voucher** field.

3. Enter DR in the **Action** field.

4. Click on **Send** or press enter.

**How to Rebook and Print a Travel Confirmation**

1. Display the desired booking.
   
   See How to Display a TOMA Booking on page 405.
   
   Or:
   
   How to Display a Booking Through the Order Search on page 406.

2. Enter D in the **Service voucher** field.

3. Enter UR in the **Action** field.

4. Click **Send** or press enter.
   
   The message bar displays:
   
   K223 Rebook OK/ Conf. OK 248 Print OK
   
   Your printer prints the travel confirmation.

**Cancellation Procedures**

The acceptance of a cancellation and the extent of a partial cancellation in Amadeus Tour Market (TOMA mask) are tour operator-specific. Retrieve details through a cancellation inquiry or follow the instructions on the tour operator's information pages.
Note: Perform always a cancellation inquiry first to verify the conditions to advise the customer of any applicable fees if necessary, before you cancel a single service or the whole booking. For further information see How to Perform a Cancellation Inquiry below.

How to Perform a Cancellation Inquiry

1. Display the desired booking.
   See How to Display a TOMA Booking on page 405.
   Or:
   How to Display a Booking Through the Order Search on page 406.
2. Enter SA in the Action field.
3. Overwrite the first digit of the reservation number with + in the Booking no. field for cancelling the whole booking.
4. Click on Send or press enter.
   The message bar displays:
   K760 Cancellation possible, please use Action "S"
   The cancellation fee is either listed as a fee or displayed in the Total amount field.

How to Perform a Partial Cancellation Inquiry

1. Display the desired booking.
   See How to Display a TOMA Booking on page 405.
   Or:
   How to Display a Booking Through the Order Search on page 406.
2. Enter SA in the Action field.
   Note: Some tour operators use the action codes UA/U for a partial cancellation.
3. Enter a + into the Title field of the respective passenger for deleting a traveller.
   Or:
   Enter X in the respective Select field to cancel a service.
4. Click on Send or press enter.
   The message bar displays:
   K760 Cancellation possible, please use Action "S"
   The cancellation fee is either listed as a fee or displayed in the Total amount field.

How to Cancel a Booking

1. Display the desired booking.
   See How to Display a TOMA Booking on page 405.
   Or:
   How to Display a Booking Through the Order Search on page 406.
2. Enter S in the Action field.
3. Overwrite the first digit of the reservation number with + in the Booking no. field for cancelling the whole booking.
4. Click on Send or press enter.
   The message bar displays:
   K202 Cancellation OK
   The total amount of the booking is displayed in the Total amount field.

How to Cancel an Option Booking

1. Display the desired booking.
   See How to Display a TOMA Booking on page 405.
   Or:
   How to Display a Booking Through the Order Search on page 406.
2. Enter the Action code S.
3. Overwrite the first digit of the reservation number with + in the Booking no. field for cancelling the whole booking.
4. Click on Send or press enter.
   The message bar displays:
   K 202 Cancellation OK
   The total amount of the booking is displayed in the Total amount field.

   Note: The customer is able to cancel an option booking free of charge within a specific time limit. That time limit depends on the tour operator and on the type of booking (in other words last minute booking).

How to Perform a Partial Cancellation

1. Display the desired booking.
   See How to Display a TOMA Booking on page 405.
   Or:
   How to Display a Booking Through the Order Search on page 406.
2. Enter S in the Action field.
3. Enter a + into the Title field of the respective passenger for deleting a traveller
   Or:
   Enter an X into the respective Select field to cancel a service.
4. Click on Send or press enter.
   The message bar displays:
   K202 Cancellation OK
   The total amount of the booking is displayed in the Total amount field.

How to Print a Cancellation Confirmation After A Cancellation

1. Display the desired booking.
See How to Display a TOMA Booking on page 405.

Or:

How to Display a Booking Through the Order Search on page 406.

2. Enter DR in the **Action** field.
3. Enter D in the **Service voucher** field.
4. Click on **Send** or press enter.
   The message bar displays:
   
   K225 Disp./CONF ok/ S111 Print DC

   Your printer prints the cancellation confirmation.

**Further Booking Procedures**

In addition to a confirmed tour booking you can perform the inquiries and bookings in Amadeus Tour Market:

- Option inquiry.
- Option booking.
- Confirmation of an option booking.
- Booking on request.
- Waitlist booking.
- Prebooking.

**What Is an Option Inquiry**

Through an option inquiry you are able to check the availability of all desired services and find out the option deadline and fare in one action.

**How to Perform an Option Inquiry**

1. Enter OA in the **Action** field.
   
   **Note:** You must have entered or transferred service details through the multifunction line or the submask before you can perform a booking inquiry. For further information see Performing Availability and Vacancy Requests on page 397. Alternatively you can enter the service type codes manually depending on the tour operator. The booking procedure and their entries are tour operator-specific. Follow the respective booking guidelines.

2. Click on **Send** or press enter.
   
   The message bar displays:
   
   K743 Option possible, please use Action "O"

   The total amount of the booking is displayed in the **Total amount** field.

   **Note:** Please note the option deadline in the booking information. The option deadline is tour operator and product specific.
What Is an Option Booking?

Through an option booking you are able to block tour services for your customer, without making a confirmed booking. The desired services are on hold until the set option deadline and can be cancelled free of charge or changed into a confirmed booking at any time. This applies only for tour operators providing the action code F.

Note: The option deadline is tour operator and product specific. Either the option reservation will become a confirmed booking after the option deadline has expired! Request details through an option inquiry or follow the instructions on the respective tour operator's information page.

How to Perform an Option Booking

1. Enter O in the Action field.

   Note: You must have entered or transferred service details through the multifunction line or the submask before you can perform a booking inquiry. For further information see Performing Availability and Vacancy Requests on page 397. Alternatively you can enter the service type codes manually depending on the tour operator. The booking procedure and their entries are tour operator-specific. Follow the respective booking guidelines.

2. Click on Send or press enter.

   The message bar displays:

   K101 Option ok

   The total amount of the booking is displayed in the Total amount field.

   Note: Please note the option deadline in the booking information. The option deadline is tour operator and product specific.

How to Perform an Option Booking and Print a Travel Confirmation

1. Enter OR in the Action field to perform an option booking with simultaneous printing of the travel confirmation.

   Note: You must have entered or transferred service details through the multifunction line or the submask before you can perform a booking inquiry. For further information see Performing Availability and Vacancy Requests on page 397. Alternatively you can enter the service type codes manually depending on the tour operator. The booking procedure and their entries are tour operator-specific. Follow the respective booking guidelines.

2. Click on Send or press enter.

   The message bar displays:

   K201 Option ok

How to Confirm an Option Booking

1. Display the desired booking.

   See How to Display a TOMA Booking on page 405.

   Or:

   How to Display a Booking Through the Order Search on page 406.
2. Enter F in the **Action** field.
   The message bar displays:
   
   K204 Firm book ok

   **Note:** After you have changed an option booking into a confirmed booking print a travel confirmation. For further information see How to Print a Travel Confirmation on page 402.

### How to Confirm an Option Booking and Print a Travel Confirmation

1. Display the desired booking.
   
   See How to Display a TOMA Booking on page 405.
   
   Or:
   
   How to Display a Booking Through the Order Search on page 406.

2. Enter FR in the **Action** field to confirm the booking with simultaneous printing of the travel confirmation.
   
   The message bar displays:
   
   K204 Firm book ok/ Conf. OK 248 Print OK

### What Is a Booking on Request?

You can perform a booking on request, if the desired service is not immediately available and if the service can be requested through Amadeus Tour Market (RQ status in the vacancy display). This action code is not provided by every tour operator.

**Requirement:**

Some tour operators offer you a booking on request automatically when direct booking is not possible.

### How to Perform a Booking on Request

1. Enter BQ in the **Action** field.
   
   **Note:** You must have entered or transferred service details through the multifunction line or the submask before you can perform a booking inquiry. For further information see How to Perform a Booking Inquiry on page 400. Alternatively you can enter the service type codes manually depending on the tour operator. The booking procedure and their entries are tour operator-specific. Follow the respective booking guidelines.

2. Click on **Send** or press enter.
   
   The tour operator allocates a booking number to your booking on request which is displayed in the **Booking no.** field.

3. Print out a confirmation of your booking on request.
   
   See How to Print a Travel Confirmation on page 402.

   **Note:** Check your booking on request each day whether it has been confirmed by the tour operator. If the booking on request has been confirmed by the tour operator, the booking status changes from RQ to OK. In general, the tour operator does not send a message when a booking on request is confirmed. The same rules apply as for a confirmed booking.
What Is a Waitlist Booking?

You can perform a booking from waiting list, if the desired service from a waiting list can be booked (WL status) and a customer requests a binding reservation.

How to Perform a Waitlist Booking

1. Enter BW in the Action field.
   
   **Note:** You must have entered or transferred service details through the multifunction line or the submask before you can perform a booking inquiry. For further information see How to Perform a Booking Inquiry on page 400. Alternatively you can enter the service type codes manually depending on the tour operator. The booking procedure and their entries are tour operator-specific. Follow the respective booking guidelines.

2. Click on Send or press enter.

   The tour operator allocates a booking number to your booking from the waiting list which is displayed in the Booking no. field.

   **Note:** Check your booking on waiting list each day whether it has been confirmed by the tour operator. If the booking on request has been confirmed, the booking status changes from WL/RQ to OK. In general, the tour operator does not send a message when the waitlist booking is confirmed.

What Is a Prebooking (Booking In Advance)

In case your customer would like to make a reservation beyond the next season, many tour operators provide you with the Action code BM. By this you are able to make a prebooking (advanced reservation) even if the catalogue for the next season is not available yet. The reservation is on hold until the requested service is confirmed or rejected by the tour operator.

How to Perform a Prebooking (Booking In Advance)

1. Enter customer's billing address into the customer section (if necessary).
2. Enter the Action code BM for prebooking (advanced reservation).
3. Enter the Provider code.
4. Enter the Travel Type (if necessary).
5. Enter manually the service type and service codes depending on the tour operator.
6. Click on Send or press enter.

   Please pay attention to system messages and information given by the tour operator.

   The message bar displays:

   K213 Advanced reservation

   **Note:** The tour operator allocates a reservation number to your booking in advance which is displayed in the Booking no. field. Check your booking regularly whether it has been confirmed by the tour operator. If the booking has been confirmed by the tour operator, the booking status changes into OK. Please note applicable time limits, rebooking or cancellation fees in case of a confirmation.
Amadeus Tour Market Submasks

What Are Amadeus Tour Market Submasks?

As an supplement to the TOMA mask there are submasks available for many features.

Submasks may contain various fields, depending on the tour operator. They serve to clarify a selection, such as the Housing request submask, or to record further inputs, which cannot be entered through TOMA mask. In order to book cruise and hotel-only tour operator's submasks guide you through the whole booking process.

The most important submasks and their corresponding action codes are:

- Direct debit collection submask - DI (forwarding payment information for non-cash payments between the tour operator and the customer).
- Housing request submask - HW (recording customer requests for holiday houses and apartments).
- Customer request submask - KW (entering customer requests).
- Print travel documents submask - RA (Print request or returning neutral travel documents).
- Seat reservation submask - BS (Reserving bus seats).
- Insurance offers submask - RV (Booking an insurance).
- Seat reservation submask - PB (Reserving flight seats).

What Is the Customer Request Submask?

The customer request submask is used for entering customer requests, which are used as default for flight and hotel vacancies. Among other things, criteria on the amenities, accommodation, means of transportation and sport activates can be recorded.

How to Use the Customer Request Submask

1. Enter KW in the Action.
   
   **Note:** Enter ?A in the Action field and the provider code in the Provider field to find out whether the tour operator provides a customer request submask (action code KW). For further information see Retrieving Service Information in TOMA on page 394.

2. Enter the provider code in the Provider field.

3. Enter the travel type code in the Travel type field (if necessary).

4. Click on Send or press enter.
   
   A tour operator-specific customer request submask is displayed.
   
   **Note:** The scope of the mask varies according to the tour operator specifications. Not every tour operator provides a customer request submask.

5. Enter the field elements according to the customer requests.

6. Send by marking one of the Next step options with an X.
7. Click on Send or press enter.
   The system displays now an availability or vacancy according to your customer request: information about vacancies, alternative dates, accommodation types, board and occupancy options.

What Is the Housing Request Submask?
The housing request submask is used for recording customer requests for holiday houses and flats. Among other things, criteria on the amenities, accommodation, location can be recorded. A selection of accommodations are displayed according to the entries.

How to Use the Holiday Home Request Submask
1. Enter HW in the Action field.
   
   Note: Enter the Action code ?A and the Provider code to find out whether the tour operator provides a holiday home request submask. For further information see Retrieving Service Information in TOMA on page 394.

2. Enter the provider code in the Provider field.
3. Enter the travel type code in the Travel type field (if necessary).
4. Enter the number of travellers into the Traveller field.
5. Enter the Service type code (tour operator-specific).
6. Enter the duration of the stay into the From and To fields.
7. Click on Send or press enter
   A tour operator-specific holiday home request submask is displayed.
   
   Note: Tour operators can create and modify their own holiday home request submask. The scope of the mask varies according to the tour operator. Not every tour operator provides a holiday home request submask.

8. Enter the field elements according to the customer preferences.
9. Send by marking one of the Next step options with an X.
10. Click on Send or press enter.
    The system displays now an availability or vacancy according to your holiday home request: information about vacancies, alternative dates, accommodation types, board and occupancy options.

What Is the Debit Collection Submask
The direct debit collection submask is used for transferring additional information for a cashless payment transaction between the tour operator and customer, in other words through credit cards or direct debit. The tour operator defines the range of possible invoice procedures.

Note: The direct debit collection submask is displayed according to the requirements of the respective tour operator and can therefore vary in scope. Depending on the tour operator, this mask can be displayed automatically at the beginning of the booking process.
How to Perform a Payment Through the Debit Collection Submask

1. Display the desired booking.
   See How to Display a TOMA Booking on page 405.
   Or:
   How to Display a Booking Through the Order Search on page 406.
2. Enter DI in the Action field.
3. Click on Send or press enter.
   A tour operator direct collection submask is displayed.
4. Select the form of payment for direct debit collection.
5. Add the payment details.
   Note: Pay attention to the tour operator information displayed on your screen.
6. Click on Send or press enter.
   The message bar displays a confirmation message:
   K787 Direct debit collection data passed to tour operator

Explanation: TOMA Mask Fields

The TOMA mask comprises the following parts:

- System line.
- System message bar (display of system messages).
- Service booking section (entry of the service data).
- Information display (provides availability, vacancies, booking details, information of the service provider etc.).
- Customer section.
- Statistic section.

Description of the system line:

<table>
<thead>
<tr>
<th>Field name</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Processing no.</td>
<td>A processing number is automatically generated when printing a travel confirmation in TOMA (processing number 101 - 250 ).&lt;br&gt;A processing number is closed after printing the travel confirmation.</td>
</tr>
</tbody>
</table>
Field name | Explanation
---|---
Service voucher | The following entries are possible:
• B = print a booking confirmation and change to the SEND mask in order to dispatch the booking confirmation via fax or e-mail.
• D = print a service document, for example: booking confirmation.
• O = Transition to SEND mask, without printing of travel confirmation
• T = print a service document and display the reservation in the TV mode.
Possible entries for saving and loading mask content in the Back-Screen mode (per agency):

Sales receipt | Selection of a sales receipt:
• A = Payment receipt.
• G = Credit receipt.
• I = Internal receipt.
• K = Sales slip.
• L = Delivery note.
• N = Proof of delivery.
• P = Verify data.
Note: Only relevant for a few services in the TOMA mask).

Description of the service booking section:

<table>
<thead>
<tr>
<th>Field/Button</th>
<th>Entry/Display/Explanation</th>
</tr>
</thead>
</table>
| Action | Transaction code, for example: BA = booking inquiry. There are a number of transactions codes. You receive a complete list of possible action codes when you click on the drop down list.  
Note: Not every tour operator provides every action code. To receive a list of the action code of a specific tour operator make the following entries:  
Action: ?A  
Provider: letter code of the tour operator  
Travel type: travel type if available |
| Provider | Tour operator code.  
Note: You receive the tour operator addresses by entering ?L in the Action field and code of the tour operator in the Provider field. |
| Travel type | Travel type code of the tour operator.  
Note: Not every tour operator works with travel types. Please enter action ?R and the code of the tour operator to find out the possible travel types. |
| Travellers | Number of travellers:  
You can enter the number of travellers directly or click the drop down list. |
<table>
<thead>
<tr>
<th>Field/Button</th>
<th>Entry/Display/Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agency no</td>
<td>Displays your agency number which is allocated automatically by the tour operator&lt;br&gt;&lt;br&gt;Entry:&lt;br&gt;The entry of another agency number is allowed.&lt;br&gt;Note: This number is not the Amadeus agency number.</td>
</tr>
<tr>
<td>Booking no</td>
<td>Displays the booking number of tour operator.&lt;br&gt;Possible Entries:&lt;br&gt;• you can display a booking with Action code D and the booking number&lt;br&gt;• in order to cancel a reservation you display the reservation, enter Action code S and override the first digit of the booking number with a +.</td>
</tr>
<tr>
<td>Multifunction line</td>
<td>You can:&lt;br&gt;• select requested objects from a requested availability or vacancy.&lt;br&gt;• import customer data from the customer data base (enter Action code ?K and the customer number of the KD component in the multifunction line).&lt;br&gt;• select tour operator information.</td>
</tr>
<tr>
<td>Consultant</td>
<td>Consultant number.&lt;br&gt;Depending on the tour operator.</td>
</tr>
<tr>
<td>Select</td>
<td>Marker field:&lt;br&gt;Possible Entries:&lt;br&gt;- + = partial cancellation of this position&lt;br&gt;- X = line selection for requesting availability and vacancies, for example: hotel vacancy</td>
</tr>
<tr>
<td>Service Type</td>
<td>Service type code&lt;br&gt;Click the drop down list to receive a complete list of the service type codes.&lt;br&gt;Note: Depending on the tour operator not all codes are available. Please enter action ?F in the Action field and the tour operator in the Provider field to retrieve a list of the possible service codes.</td>
</tr>
<tr>
<td>Service code</td>
<td>Enter service code according to the catalogue, for example: FRA PMI, PMI 2345949, ...&lt;br&gt;Depending on the tour operator, the following services can be booked:&lt;br&gt;• Transport services, for example flights&lt;br&gt;• Rail or bus package tours&lt;br&gt;• Hotels, holiday apartments, round trips&lt;br&gt;• Rental cars&lt;br&gt;• Special services&lt;br&gt;• Insurances&lt;br&gt;• Cruises&lt;br&gt;• Additional services (i.e. sports packages)&lt;br&gt;• Etc.</td>
</tr>
<tr>
<td>Field/Button</td>
<td>Entry/Display/Explanation</td>
</tr>
<tr>
<td>--------------</td>
<td>---------------------------</td>
</tr>
<tr>
<td><strong>Acc.</strong></td>
<td>Accommodation and board type according to the tour operator's catalogue. Example: DZ H (double room with half board)</td>
</tr>
<tr>
<td><strong>B</strong></td>
<td>Type of board (if the tour operator supports the field): In general the board type is covered by the accommodation type. For further information please consult the catalogue of the tour operator</td>
</tr>
<tr>
<td><strong>Occ.</strong></td>
<td>Occupancy: Enter the number of people staying in a room, for example double occupancy: 02.</td>
</tr>
<tr>
<td><strong>QTY.</strong></td>
<td>Enter number of services to be booked into this line, for example: 02 (rooms, holiday homes, ....).</td>
</tr>
</tbody>
</table>
| **From**     | Start date in the following format:  
  - DDMMYY (D = day, M = Month, y = year)  
  - DDMM (if date is within the next 365 days)  
  You can also pick the date via the date picker. |
| **TO**       | End date:  
  - DDMMYY (D = day, M = Month, y = year)  
  - DDMM (if date is within the next 365 days)  
  or  
  - duration of stay, i.e. + 7  
  You can also pick the date via the date picker. |
| **Traveller association** | number of the traveller, for whom a service can be associated to a service, for example: 1-3 or 1,2,5  
  The passenger association has to be entered in case a service is not to be booked for all passenger. |
| **Stat.**    | Displays the status of the service in this row, for example:  
  - OK = Service is OK.  
  - RQ = Service is on request.  
  - WL = Service is on waitlist.  
  - XX = Service cancelled. |
| **Price**    | Displays the price of the service per traveller. |
| **No.**      | Sequential number of travellers. |
| **Title**    | Enter form of address or traveller type:  
  - H = Mr  
  - D = Mrs  
  - K = child  
  - B = baby (under 1 year)  
  - F = enterprise  
  - G = travel group  
  - J = boy  
  - M = girl  
  **Note:** In general, for passenger 1 "D" or "H" is allowed, but some tour operators permit also the letter "G" in a group booking. |
<table>
<thead>
<tr>
<th>Field/Button</th>
<th>Entry/Display/Explanation</th>
</tr>
</thead>
</table>
| Name/First name/Title | Enter first name/last name and academic title (if required), for example: KELLER/FRANZ/DR.  
  **Note:** Last name, first name and title are separated by a slash.  
  If the next traveller has the same family name, enter only the first name after a slash.  
  For example:  
  KELLER/ANGELA or  
  /ANGELA |
| Age/Reduction | Enter age of children, infants and seniors (if required).  
  **Note:** In order to receive a correct reduction the entry is mandatory when making a booking for a child or an infant, for example 01, 08, etc.  
  For some tour operators the birth date is required. |
| Price | Displays the price per traveller. |
| Remarks | Enter booking remarks or special requests, for example: baby crib or room in a particular floor. These entries are not binding for the operator. |
| Total amount | Displays the price of the total trip. |

**Description of the customer section:**

<table>
<thead>
<tr>
<th>Field/Button</th>
<th>Entry/Display/Explanation</th>
</tr>
</thead>
</table>
| Customer name | In general, an entry is only required if the name of the ordering person does not correspond to the name of the first passenger. For some tour operators this entry is mandatory.  
  **Note:** The entries will be:  
  • printed on the confirmation.  
  • transferred to the file administration (TV).  
  • transferred to the marketing service centre. |
| First name | First name and title. |
| Street, House no |  |
| ZIP, City |  |
| Phone | Landline of the customer |
| Mobile phone | You can enter a mobile phone number. |
| Additional info | Additional information to the address, for example: third floor. |
| E-Mail | Enter an e-mail address if available. |
**Description of the statistic section:**

<table>
<thead>
<tr>
<th>Field</th>
<th>Entry/Explanation</th>
</tr>
</thead>
</table>
| TV    | Tourism reservation administration:  
Entry:  
• J/Y = the reservation is to be transferred to TV.  
• E = the reservation is to be transferred to the last shown TV reference reservation.  
• N = the reservation is not to be transferred to TV. |
| CP    | Cost centre:  
Enter cost centre number of consultant to whom booking is allocated.  
Only used for agent statistics by some travel agencies. |
| Order no | Only used by some travel agencies for agent statistics. |
| Trans. | Mode of transportation:  
An entry is required if you want to store data in order to have it processed either by a service centre or by your own software. |
| TT    | Type of travel:  
an entry is required if you want to store data in order to have it processed either by a service centre or by your own software. |
| PAX   | Passenger:  
An entry is required if you want to store data in order to have it processed either by a service centre or by your own software. |
| Dest. | Destination code:  
An entry is required if you want to store data in order to have it processed either by a service centre or by your own software. |
| Dur.  | Duration  
An entry is required if you want to store data in order to have it processed either by a service centre or by your own software. |
| P     | Personal data to be stored:  
Entries:  
• J/Y = yes, customer agrees to have his data stored  
• N = no, data is not stored.  
An entry is required if you want to store data in order to have it processed either by a service centre or by your own software. |
| B.ch  | Booking channel:  
An entry is required if you want to store data in order to have it processed either by a service centre or by your own software.  
A respective drop-down list with the main booking channels is provided. |
<table>
<thead>
<tr>
<th>Field</th>
<th>Entry/Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Insurance</td>
<td>Insurance policy:&lt;br&gt;Entries:&lt;br&gt;• J/Y = protection package/cancellation insurance is desired&lt;br&gt;• N = no protection package/cancellation insurance is desired&lt;br&gt;Note: An entry is required only if a cancellation insurance policy is not included automatically or the service type &quot;V&quot; is not booked additionally.</td>
</tr>
</tbody>
</table>

**HOT - Hotel vouchers**

You can issue a DERTOUR voucher for services which cannot be booked via the Amadeus Tour Market mask (TOMA).

You can issue:<br>• a hotel voucher<br>• a service voucher<br>• a deposit voucher

**Caution:**<br>• The reservation is not confirmed by issuing an HOT-voucher, you still need to make a reservation with the hotel directly.<br>• Manually issued HOT-vouchers (hand written) are not accepted!<br>• The hotel master data is displayed for information purposes only; they are not binding and can be overwritten<br>• In any case, the details confirmed by the hotel at the time of reservation are binding.

**Please always fax a copy of the voucher to the hotel.**

**Usage of the voucher coupons:**

<table>
<thead>
<tr>
<th>Document printer (document 96):</th>
<th>eco-print&lt;br&gt;(ticket paper, 3 pieces, perforated, yellow colour)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A-coupon: customer</td>
<td>A-coupon: travel agency</td>
</tr>
<tr>
<td>B+C-coupon: travel agency</td>
<td>B-coupon: customer</td>
</tr>
</tbody>
</table>
Available action codes

<table>
<thead>
<tr>
<th>Action</th>
<th>Explanation</th>
</tr>
</thead>
</table>
| A      | issuing a hotel-/service voucher  
Note: This is the standard voucher type used for rates where a hotel pays a commission. DERTOUR coordinates the commission transfer to the agency. |
| AI     | issuing an IT-/service voucher  
Note: To be used only for net fares; i.e. the hotel booking is a part of a tour package (IT) and no commission needs to be paid. |
| AP     | issuing a hotel-/service voucher with commission added  
Note: If a hotel offers only a net fare or does not pay a commission, the travel agency can add their own commission on top (if desired). |
| AZ     | issuing an advanced payment voucher  
Note: The travel agency still needs to issue a residual voucher either with A, AI or AP. Please issue the AZ voucher accordingly. The customer needs to produce the advanced payment voucher and the residual voucher at the hotel. |
| D      | displaying a voucher |
| V      | displaying a list of files |
| DH     | displaying hotel master data |
| S      | cancelling a voucher |
| ?A     | displaying all possible action codes |
| ?W     | displaying actual currency exchange rate |
| ?E     | printing hotel's address on first label |

Displaying hotel master data

1. Enter the Action code DH for displaying hotel master data.
2. Enter the hotel number.

<table>
<thead>
<tr>
<th>Field</th>
<th>Entry</th>
</tr>
</thead>
</table>
| Hotel no. | hotel number according to the DER Hotel index (e.g. DERTOUR Corporate HotelGuide link via the help menu) or any further published information.  
Note: In case a hotel is not included in the hotel information data a "+" has to be entered on the first digit. Please add the address of the hotel manually. |

3. Press Enter.

The hotel master data is displayed.
Note: You can change the action code in AZ, A, AI or AP and fill out the remaining fields. The voucher can then be issued immediately.

Creating hotel voucher

1. Enter the action code A for issuing hotel/service voucher.
2. Fill out the remaining fields.

Field entries

<table>
<thead>
<tr>
<th>Field</th>
<th>Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>From</td>
<td>start of service in the following format: DDMMYY or select via date picker</td>
</tr>
<tr>
<td>To</td>
<td>end of service in the following format DDMM (or select via the date-Picker) or as duration</td>
</tr>
<tr>
<td>Number of adults/children</td>
<td>number of adults and children</td>
</tr>
<tr>
<td>Hotel no.</td>
<td>hotel number according to the DER Hotel index (e.g. DERTOUR Corporate HotelGuide link via the help menu) or any further published information. The address is added automatically. Note: In case a hotel is not included in the hotel information data a ‘+’ has to be entered on the first digit. Please add the address of the hotel manually.</td>
</tr>
<tr>
<td>Commission/ Commission on room</td>
<td>commission with two decimal places, without a comma, if a voucher is created without reading the info file or if a different commission rate than that assigned is applied Note: Should the commission not be applied to the total voucher, but just to the room prices, checkmark &quot;Commission on room&quot;.</td>
</tr>
<tr>
<td>Country</td>
<td>If you entered + in the hotel no field please enter nationality code (vehicle code), for example: E = Spain H = Hungary CH = Switzerland Note: If a hotel number was entered in Hotel no. this field must be left blank. The hotel data is added automatically by the system and must not be overwritten.</td>
</tr>
<tr>
<td>ISO-Code Currency</td>
<td>currency in which the rates are quoted, enter ISO-code Note: The system calculates automatically; except for a manually entered hotel with a + the currency needs to be entered additionally</td>
</tr>
<tr>
<td>Customer name</td>
<td>name of the traveller</td>
</tr>
<tr>
<td>Control display</td>
<td>checkmark = the voucher data is displayed blank = the displayed voucher is charged and printed</td>
</tr>
<tr>
<td>Number</td>
<td>Number of rooms Note: An entry is also required for only one room!</td>
</tr>
<tr>
<td>Field</td>
<td>Entry</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Room</strong></td>
<td>1st letter = room type e.g. D = double room; E = single room&lt;br&gt;2nd letter = equipment e.g. A = bath, toilet, balcony; B = bath, toilet&lt;br&gt;3rd letter = equipment e.g. K = ground floor; R = air conditioner&lt;br&gt;4th letter = boarding e.g. B = breakfast buffet; H = half-board</td>
</tr>
<tr>
<td><strong>Price</strong></td>
<td>rate per room and day in smallest unit of the respective currency e.g. EUR 65 = 6500&lt;br&gt;US$ 1 = 100</td>
</tr>
<tr>
<td><strong>VAT</strong></td>
<td>0 = no VAT&lt;br&gt;empty or 1= full VAT</td>
</tr>
<tr>
<td><strong>Caution:</strong></td>
<td>This field may only be used if D is set in Country.</td>
</tr>
<tr>
<td><strong>Hotel/Street/Postal code,</strong></td>
<td>hotel name and address data (can be entered manually if not available via the system)</td>
</tr>
<tr>
<td><strong>City,</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Telephone</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Number</strong></td>
<td>number of other services</td>
</tr>
<tr>
<td><strong>Other services</strong></td>
<td>type of other services</td>
</tr>
<tr>
<td><strong>Note:</strong></td>
<td>In case a customer would like book more than 3 services the travel agency needs to issue a separate net voucher (AI) without room details. Generally, a commission is not paid for other services.</td>
</tr>
<tr>
<td><strong>Price</strong></td>
<td>price of the other services in the smallest unit of the respective country's currency.&lt;br&gt;individual amount, if 1-99 is entered in Number&lt;br&gt;total amount, if Number is empty</td>
</tr>
<tr>
<td><strong>VAT</strong></td>
<td>0 = no VAT&lt;br&gt;empty or 1= full VAT</td>
</tr>
<tr>
<td><strong>Caution:</strong></td>
<td>This field may only be used if D is set in Country.</td>
</tr>
<tr>
<td><strong>Service surcharges/Taxes</strong></td>
<td>service and tax surcharges in % or without a comma in cents, if at Hotel no.: + is entered.</td>
</tr>
<tr>
<td><strong>Deposit</strong></td>
<td>amount of paid deposit</td>
</tr>
<tr>
<td><strong>Total amount</strong></td>
<td>displays the total amount when price details details are calculated</td>
</tr>
<tr>
<td><strong>Remarks</strong></td>
<td>This line is for entering customer remarks and special requests which printed out on the voucher. The hotel's name and address are displayed if a service provider was entered in the &quot;Hotel/Street/Postal code, City&quot; field.</td>
</tr>
</tbody>
</table>

**Note:** You can verify the total amount by using the control display option before creating the voucher.

3. Press Enter.

If printing via a laser or matrix printer, it is necessary to confirm the print job on the screen before printing out.
Creating IT hotel voucher

1. Enter the action code **AI** for issuing IT hotel/service voucher.
2. Fill out the remaining fields. The entries are the same as creating a voucher.
3. Press Enter.

If printing via a laser or matrix printer, it is necessary to confirm the print job on the screen before printing out.

**Note:** The gross total sum is only printed in the upper section of the document, starting with the B-copy.

Issuing hotel voucher with commission added

1. Enter the action code **AP** for Issue hotel/service voucher for hotel with commission added. The entries are the same as creating a voucher.
2. Fill out the remaining fields.
3. Press Enter.

If printing via a laser or matrix printer, it is necessary to confirm the print job on the screen before printing out.

**Note:** The net amount (without the commission added) is listed on the document (starting with the B copy).

Creating deposit voucher

1. Enter the action code **AZ** for Issue down payment receipt (deposit).
2. Fill out the remaining fields.

<table>
<thead>
<tr>
<th>Field</th>
<th>Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>From</td>
<td>Select the service begin in the format DDMMYY (D=Day, M=Month, Y=Year) or via the Date-Picker.</td>
</tr>
<tr>
<td>Hotel no.</td>
<td>hotel number according to the DER Hotel Index</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> If a hotel is not recorded in the hotel index file, a + (PLUS SIGN) must be entered in the 1st item.</td>
</tr>
<tr>
<td>Customer name</td>
<td>person's or group’s name only in the 1st name field</td>
</tr>
<tr>
<td></td>
<td><strong>Caution:</strong> The 2nd and 3rd name fields must remain blank.</td>
</tr>
<tr>
<td>Deposit</td>
<td>deposit sum in the smallest unit of the respective domestic currency</td>
</tr>
</tbody>
</table>

3. Also fill out the following fields, in case a Hotel no. + is displayed.

<table>
<thead>
<tr>
<th>Field</th>
<th>Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commission</td>
<td>commission with two decimal points and without a comma</td>
</tr>
<tr>
<td>Country</td>
<td>If + is displayed in the <strong>Hotel no.</strong> field, the destination country ID coincides with the national vehicle registration ID.</td>
</tr>
</tbody>
</table>
4. Press Enter.

If printing via a laser or matrix printer, it is necessary to confirm the print job on the screen before printing out.

Displaying hotel voucher

Requirement

You have issued a hotel voucher.

1. Enter the Action code D.

2. Enter the voucher number incl. check digit into the field Reservation no. field.

3. Press Enter.

Cancelling hotel voucher

1. Display the hotel voucher.

2. Enter the Action code S for cancellation.

3. Overwrite the first digit in the Booking no. field with + (plus sign).

4. Press Enter.

Note: The hotel voucher can be cancelled until one day before the service starts. A partial cancellation is not possible.

Note: Cancelled transactions remain saved until the service starts and can therefore be displayed at any time.

After start of service, the voucher (A-coupon) has to be sent to the DERTOUR Hotel voucher accounting center!

Displaying the file for hotel vouchers

1. Enter the action code V for searching reservation.

2. Enter the country ID.

3. Press Enter.

Note: In addition you can enter the start and end of service in the From/To field, and a customer name in the Name field. For the customer name, you can enter the complete name or a letter followed by a full-stop.

Note: Any additional procedures are displayed on the next mask page. Use the Forward button to access the next page.
Printing hotel address onto 1st label

1. Enter the action code E for printing hotel address onto the 1st label.
2. Press Enter.

The hotel address is printed onto the first label.

Displaying currency exchange of hotel voucher

1. Enter the action code ?W for displaying actual currency exchange.
2. Enter the country.
3. Enter the currency.
4. Press Enter.

Note: After you have displayed the hotel voucher, you can also display the currency exchange rate.

The currency exchange rate is displayed.

Deducting deposit payment

Requirement
You have created a deposit voucher.

1. Display the file.
2. Enter the action code A for issue hotel/service voucher.
   or 
   AI for Issue IT hotel/service voucher
   or
   AP for Issue hotel/service voucher with commission added.
3. Fill out the remaining fields.

Field entries

<table>
<thead>
<tr>
<th>Field</th>
<th>Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>From</td>
<td>start of service in the following format: DDMMYY or select via date picker</td>
</tr>
<tr>
<td>To</td>
<td>end of service in the following format DDMM (or select via the date-Picker) or as duration</td>
</tr>
<tr>
<td>Number of adults/children</td>
<td>number of adults and children</td>
</tr>
<tr>
<td>Hotel no.</td>
<td>hotel number according to the DER Hotel index (e.g. DERTOUR Corporate HotelGuide link via the help menu) or any further published information. The address is added automatically.</td>
</tr>
</tbody>
</table>

Note: In case a hotel is not included in the hotel information data a "+" has to be entered on the first digit. Please add the address of the hotel manually.
<table>
<thead>
<tr>
<th><strong>Field</strong></th>
<th><strong>Entry</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Commission</strong>/Commission on room</td>
<td>commission with two decimal places, without a comma, if a voucher is created without reading the info file or if a different commission rate than that assigned is applied</td>
</tr>
<tr>
<td><strong>Note:</strong></td>
<td>Should the commission not be applied to the total voucher, but just to the room prices, checkmark &quot;Commission on room&quot;.</td>
</tr>
</tbody>
</table>
| **Country**                          | If you entered + in the hotel no field please enter nationality code (vehicle code), for example: E = Spain  
H = Hungary  
CH = Switzerland  |
| **Note:**                            | If a hotel number was entered in Hotel no. this field must be left blank. The hotel data is added automatically by the system and must not be overwritten.                                                  |
| **ISO-Code Currency**                | currency in which the rates are quoted, enter ISO-code  |
| **Note:**                            | The system calculates automatically; except for a manually entered hotel with a + the currency needs to be entered additionally.                                                                      |
| **Customer name**                    | name of the traveller                                                                                                                                                                                 |
| **Control display**                  | checkmark = the voucher data is displayed  
blank = the displayed voucher is charged and printed                                                                                                                                                    |
| **Number**                           | Number of rooms  |
| **Note:**                            | An entry is also required for only one room!                                                                                                                                                          |
| **Room**                             | 1st letter = room type e.g. D = double room; E = single room  
2nd letter = equipment e.g A = bath, toilet, balcony; B = bath, toilet  
3rd letter = equipment e.g. K = ground floor; R = air conditioner  
4th. letter = boarding e.g. B = breakfast buffet; H = half-board |
| **Price**                            | rate per room and day in smallest unit of the respective currency e.g. EUR 65 = 6500  
US$ 1 = 100                                                                                                                                        |
| **VAT**                              | 0 = no VAT  
empty or 1= full VAT  |
| **Caution:**                         | This field may only be used if D is set in Country.                                                                                                                                                     |
| **Hotel/Street/Postal code,**       | hotel name and address data (can be entered manually if not available via the system)                                                                                                                  |
| **City,**                            |                                                                                                                                            |
| **Telephone**                        |                                                                                                                                            |
| **Number**                           | number of other services                                                                                                                                                                              |
| **Other services**                   | type of other services  |
| **Note:**                            | In case a customer would like book more than 3 services the travel agency needs to issue a separate net voucher (AI) without room details. Generally, a commission is not paid for other services. |
### Field | Entry
--- | ---
Price | price of the other services in the smallest unit of the respective country's currency. individual amount, if 1-99 is entered in Number total amount, if Number is empty
VAT | 0 = no VAT empty or 1= full VAT Caution: This field may only be used if D is set in Country.
Service surcharges/Taxes | service and tax surcharges in % or without a comma in cents, if at Hotel no.: + is entered.
Deposit | amount of paid deposit
Total amount | displays the total amount when price details details are calculated
Remarks | This line is for entering customer remarks and special requests which printed out on the voucher. The hotel's name and address are displayed if a service provider was entered in the "Hotel/Street/Postal code, City" field.

**Caution:** Upon entering the room price and the prices for the other services, check that the total amount (sum after the deposit amount has been deducted) is not negative.

**Note:** You can verify the total amount by using the control display option before creating the voucher.

4. Press Enter.

**Note:** The systems reduces the total amount of the voucher by the deposit amount and assigns a new voucher number.

### Creating travel registration via RAN

You can create a confirmation via the RAN mask if
- you have performed a booking with a tour operator, who does not offer confirmation printing via Amadeus.
- you are an organiser (tour operator).

### Creating travel registration (RAN) for own travel placement

Via the travel registration you can create a confirmation for tour operators that cannot be booked via Amadeus or tour operators that can be booked via Amadeus but who do not provide the option of printing out the travel confirmation via the TOMA mask.

**Requirement**

You have performed a booking with an tour operator, hotel, etc. and you have all data and prices relevant to the booking at hand.

1. Enter D into the Service voucher field for printing service voucher or
2. Enter **T** into the **Service voucher** field for printing and changing to the **TV** mask.

3. Fill out the header section.

<table>
<thead>
<tr>
<th>Field</th>
<th>Explanation</th>
<th>Entry example</th>
</tr>
</thead>
<tbody>
<tr>
<td>File no.</td>
<td>file number</td>
<td>1234567</td>
</tr>
<tr>
<td>Organizer ID</td>
<td>provider service code</td>
<td>9980</td>
</tr>
<tr>
<td>Organiser's name</td>
<td>the name of the tour operator</td>
<td>Sunshine Cruises</td>
</tr>
<tr>
<td>Street; PC; City</td>
<td>address fields</td>
<td>Bahnhofstr. 3; 24101 Kiel</td>
</tr>
<tr>
<td>Agency no.</td>
<td>travel agency number</td>
<td>12345</td>
</tr>
<tr>
<td>Outward trip</td>
<td>departure date or select via the date-Picker.</td>
<td>200908</td>
</tr>
<tr>
<td>Currency</td>
<td>currency which should be printed on the RAN</td>
<td>EUR</td>
</tr>
</tbody>
</table>

4. Fill out the travel section

<table>
<thead>
<tr>
<th>Field</th>
<th>Explanation</th>
<th>Entry example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>gender: H=Male; D=Female; K=Child</td>
<td>H;D;K</td>
</tr>
<tr>
<td>Traveller's name</td>
<td>customer name</td>
<td>Mueller, Klaus</td>
</tr>
<tr>
<td>Destination, hotel</td>
<td>destination and booked service</td>
<td>Cruise in eastern Mediterranean</td>
</tr>
<tr>
<td>Age</td>
<td>age of the traveller</td>
<td>30</td>
</tr>
</tbody>
</table>
| Service code     | service code for the travel booking: number range. **Caution:** General service code plan
The indicated number range corresponds to the Amadeus Germany general service code plan. If you are using a different general service code plan for manual entries, please use the number range from your list. The abbreviation for the general service code plan, which applies to you, is listed in the SISO mask. |  |
| From/Until       | date                                     | 2009/0410      |
| Accommodation    | accommodation details                    | Cabin number 1234; Category C |
| Price            | arrangement price as full EUR Note: The currency code is entered above the first arrangement price. | 4430           |
5. Fill out the fields in the accounting information according to your internal travel agency specifications.

6. Press Enter.

### Creating travel registration (RAN) for an own tour

You can create a confirmation (RAN) for an own tour.

**Requirement**

You are an organiser (tour operator).

1. Enter **D** into the **Service voucher** field for printing service voucher or
2. Enter **T** into the **Service voucher** field for printing and changing to the **TV** mask.

3. Fill out the header section.

<table>
<thead>
<tr>
<th>Field</th>
<th>Explanation</th>
<th>Entry example</th>
</tr>
</thead>
<tbody>
<tr>
<td>File no.</td>
<td>file number</td>
<td>1234567</td>
</tr>
<tr>
<td>Organizer ID</td>
<td>provider service code</td>
<td>9980</td>
</tr>
<tr>
<td>Organiser's name</td>
<td>the name of the tour operator</td>
<td>Sunshine Cruises</td>
</tr>
<tr>
<td>Street; PC; City</td>
<td>address fields</td>
<td>Bahnhofstr. 3; 24108 Kiel</td>
</tr>
<tr>
<td>Agency no.</td>
<td>travel agency number</td>
<td>12345</td>
</tr>
<tr>
<td>Outward trip</td>
<td>departure date or select via the date-Picker.</td>
<td>200908</td>
</tr>
<tr>
<td>Currency</td>
<td>currency which should be printed on the RAN</td>
<td>EUR</td>
</tr>
</tbody>
</table>

4. Fill out the travel section.

<table>
<thead>
<tr>
<th>Field</th>
<th>Explanation</th>
<th>Entry example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>gender: H=Male; D=Female; K=Child</td>
<td>H;D;K</td>
</tr>
<tr>
<td>Traveller's name</td>
<td>customer name</td>
<td>Mueller, Klaus</td>
</tr>
<tr>
<td>Age</td>
<td>age of the traveller</td>
<td></td>
</tr>
<tr>
<td>Destination, hotel</td>
<td>destination and booked service</td>
<td>Cruise in eastern Mediterranean</td>
</tr>
</tbody>
</table>
### Field | Explanation | Entry example
--- | --- | ---
Service code | service code for an own tour: Number range: 450-549  
**Caution:** General service code plan  
The indicated number range corresponds to the Amadeus Germany general service code plan. If you are using a different general service code plan for manual entries, please use the number range from your list. The abbreviation for the general service code plan, which applies to you, is listed in the SISO mask. |  
From/Until | date | 2009/0410
Accommodation | accommodation details | Cabin number 1234; Category C
Price | arrangement price as full EUR  
Note: The currency code is entered above the first arrangement price. | 4430
Remark | remarks about the booking | Regular customer
Transportation outward trip | transportation data | Flight data FRA - VCE on 20.09.2008 LH 509 /
Transportation return trip | transportation data | VCE FRA on 25.09.08 LH 508
Additional effort | miscellaneous booked services | Side trip on 17.09.

5. Fill out the fields in the accounting information according to your internal travel agency specifications.
6. Press Enter.

## VERK - Issuing sales receipts

Sales receipts (e.g. sales slips, invoices) can be printed directly when issuing the service voucher in one of the front-office modes.

**Note:** To learn how to print a sales receipt together with the service voucher, please refer to the description of the mask you used to book the service.

However, if you wish to add additional data or create a sales receipt for manually created services you work with the VERK mask. The front-office procedures Amadeus Bahn and RAN transfer the data automatically into the VERK mode.

The VERK mask can be used to:
1. send sales receipts for printing
2. record data for manually created services
3. complete sales items, which were created by printing a service voucher
4. authorize the printing of a service voucher, for which you forgot to enter D in the Service voucher field when you sold a service in one of the front-office modes.

You can create sales receipts for all services. You can also print out sales receipts that are only intended for internal use.

Every time a service voucher (airline/train/event tickets, hotel voucher etc.) is issued via the system a processing number is automatically generated. The corresponding data for the sales receipt is saved under this processing number. You need this number for displaying, editing or printing the sales receipt.

In order to report the service date for each service on a sales receipt, you can record this by the help the comment lines functionality of the TEXT mask. Use the corresponding service code in the VERK mask.

The VERK mask lists up to 10 individual services, the total amount and the respective customer data. If you wish to list each service separately with its corresponding detailed data you use the VERL mask.

When a sales receipt is printed, the data is automatically deleted.

**Mask description**

The VERK mask comprises the following parts:

- System line
- Message bar (display of system messages)
- Accounting item section
- Customer data section

**The System line**

*Description of the system line*

<table>
<thead>
<tr>
<th>Field name</th>
<th>Explanation / entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travel agent</td>
<td>your 2 character personal authorization code (travel agent code)</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> Your personal authorization code is obtained when you sign in as a user in the SISO mask. By entering your code, you identify yourself to the system. Your code is encrypted on the screen.</td>
</tr>
</tbody>
</table>
### Field name | Explanation / entry
---|---
**Processing number** | When issuing a service voucher via the system, a processing number is automatically generated. Enter the processing number to retrieve, edit and print the sales receipt for the service. It is also possible to assign a processing number manually. 001 - 100 assigned manually 101 - 250 automatically assigned 500 - 998 document preparation (Back Screen) A processing number is only closed after printing the sales receipt. Until then accounting items can be added.
**Service voucher** | no entry  
**Note:** In case the printout of the service voucher was not successful because entry "D" in the field service voucher in the respective front-office mode was forgotten, you can reactivate the printout by entering "D" in the service voucher field of the VERK mask. The last processing number associated to your travel agent code is displayed and printed.
**Sales receipt** | Enter the type of receipt you wish to create:  
A = Payment receipt  
G = Credit receipt  
I = Internal receipt  
K = Sales slip  
L = Delivery note  
N = Proof of delivery  
P = Verify data  
**Note:** If you would like to temporary save data in VERK (e.g. manually added items), enter P.  
Q = Receipt  
R = Invoice  
S = Cancelled delivery note  
V = Prepayment  
Y = Suppress receipt (cash sales)  
Z = Suppress receipt (sale on credit)

From the VERK mask you can easily change to other masks used in the payment and sales process. Use the buttons VERL, CC, KD and TEXT to switch to these procedures if necessary.

**The accounting item section**

Every single sales position in the VERK mask corresponds to an accounting item (BHP). Accounting items are active until a sales receipt was printed. The corresponding processing number becomes available again, once printing was authorized.
**Description of the accounting item section**

<table>
<thead>
<tr>
<th>Field</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Action</strong></td>
<td>action code</td>
</tr>
<tr>
<td></td>
<td>possible entries:</td>
</tr>
<tr>
<td></td>
<td>A = Change</td>
</tr>
<tr>
<td></td>
<td>D = Display active BHPs (accounting items)</td>
</tr>
<tr>
<td></td>
<td>DA = Display all BHPs (accounting items)</td>
</tr>
<tr>
<td></td>
<td>DEX = Display all active BHPs per travel agent</td>
</tr>
<tr>
<td></td>
<td>E = Record</td>
</tr>
<tr>
<td></td>
<td>KET = Print labels</td>
</tr>
<tr>
<td></td>
<td>KUS = Search for customer/s</td>
</tr>
<tr>
<td></td>
<td>S = Search for sales item/s</td>
</tr>
<tr>
<td></td>
<td>SC = Search for service codes/definition</td>
</tr>
<tr>
<td></td>
<td>STX = Search for text</td>
</tr>
<tr>
<td><strong>Number</strong></td>
<td>number of the first accounting item of a processing number to be displayed</td>
</tr>
<tr>
<td></td>
<td>default is 001</td>
</tr>
<tr>
<td><strong>Form of payment</strong></td>
<td>desired form of payment for the sales receipt</td>
</tr>
<tr>
<td><strong>Button VERL</strong></td>
<td>click to change to the VERL mask</td>
</tr>
<tr>
<td><strong>Button CC</strong></td>
<td>click to change to CC mask (Credit Card payments)</td>
</tr>
<tr>
<td><strong>Button KD</strong></td>
<td>click to change to KD mask (customer profiles)</td>
</tr>
<tr>
<td><strong>Button TEXT</strong></td>
<td>click to change to TEXT mask</td>
</tr>
<tr>
<td><strong>Remainder of labels</strong></td>
<td>labels which should be printed (default 8 if field is left blank)</td>
</tr>
<tr>
<td></td>
<td>Use Document type 20 with 8 available labels, count the labels backward.</td>
</tr>
<tr>
<td><strong>Labels per customer</strong></td>
<td>quantity of labels to be printed per customer</td>
</tr>
<tr>
<td></td>
<td>(default 1 if field is left blank)</td>
</tr>
<tr>
<td><strong>Currency of sales receipt</strong></td>
<td>currency saved and printed on the sales receipt</td>
</tr>
<tr>
<td><strong>No</strong></td>
<td>Number of accounting item</td>
</tr>
<tr>
<td>Field</td>
<td>Explanation</td>
</tr>
<tr>
<td>---------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Service code</td>
<td>If the service was booked via the system: display of the service code (sales code) number. In case of manually created services: please enter a valid code number. <strong>Note:</strong> Sales codes 8000-9389 on page 491 or Sales codes 9400-9998 on page 502. <strong>Note:</strong> Please keep in mind that depending of your service data center further/other sales codes may be applicable for your office.</td>
</tr>
<tr>
<td>Description of service</td>
<td>description of the service related to the service code number</td>
</tr>
<tr>
<td>Document no.</td>
<td>display of the document number for services booked via the system for manually created services enter the document/invoice number If you record several documents with identical price and consecutive numbering, please enter the lowest number.</td>
</tr>
<tr>
<td>Unit price</td>
<td>price per service in the lowest unit of the branch's currency (e.g. Cent) Enter unit price without period or comma. The field must be filled in all rows. For services without a unit price (e.g. conjunction tickets) enter a &quot;0&quot;(zero).</td>
</tr>
<tr>
<td>+/-</td>
<td>positive/negative amount &quot;+&quot; is default, only if negative amounts have to be recorded (e.g. refunds) a &quot;-&quot; sign need to be entered</td>
</tr>
<tr>
<td>VAT code</td>
<td>for system-generated sales items: display of the code for the VAT rate. Cannot be changed for manually created sales items: entry of the code for the VAT rate: 0 = no VAT rate 1 = full VAT applies (19%) 2 = reduced VAT applies (7%) 3 = other VAT rate Default is &quot;0&quot;</td>
</tr>
<tr>
<td>Field</td>
<td>Explanation</td>
</tr>
<tr>
<td>-------</td>
<td>-------------</td>
</tr>
</tbody>
</table>
| No of | number of services (1 to 99, default 1)  
Several documents with the same price and consecutive sales document numbers may be entered on one line. Enter the quantity in this field.  
Manually entered sales data lines can be deleted prior to print. Overwrite the field with "0". |
| I     | record of Inclusive Tour services  
possible entries:  
"I" = Inclusive tour services  
"T" = Travel money |
| Dest code | Enter the destination code agreed upon with your service data center. In the OPT mode this field can be defined as required and/or numeric only field. |
| Cost center | Enter the cost center code agreed upon with your service data center. In the OPT mode this field can be defined as required and/or numeric only field. |
| Order no | Enter the order number agreed upon with your service data center. |
| ED    | Enter a code for exchange documents, possible entries:  
See List and codes |
| C     | commission code  
code indicating the rate of commission, when sales documents are to be delivered to a third party (e.g. subagent) for which a commission will be granted  
Instead of the commission code, enter the percentage rate in the "Payable commissions in %" field in the VERL mask. |
Field | Explanation
--- | ---
Comm.type | entering of the commission type is mandatory if you use a commission code
9992 = external commission with VAT
9994 = external commission without VAT
9995 Internal commission without VAT
9996 Commission flight with VAT
9997 Commission DB/DER with VAT
9998 Commission touristy with VAT

Total | The total price of all sales items of the processing number is displayed.

The customer data section

*Description of the customer data section*

<table>
<thead>
<tr>
<th>Field</th>
<th>Explanation/entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer no</td>
<td>entry of a customer number from the customer profile mode</td>
</tr>
<tr>
<td></td>
<td>The corresponding customer data will be displayed. The additional entry of a traveller number will retrieve the address of the specific individual from the traveller profiles.</td>
</tr>
<tr>
<td>Date of trip</td>
<td>date of travel in the form DDMMYY</td>
</tr>
<tr>
<td>Trav no</td>
<td>KDP number of the traveller belonging to the entered KD number</td>
</tr>
<tr>
<td></td>
<td>The name and potential default settings in the fields Pers. no, Cust. cost center, Project no, Remark 1 and 2 are transferred into the footer</td>
</tr>
<tr>
<td>Trav name</td>
<td>traveller name</td>
</tr>
<tr>
<td>Purchaser number</td>
<td>Enter the KDP-number for the purchaser.</td>
</tr>
<tr>
<td>Order date</td>
<td>date in the format DDMMYY</td>
</tr>
<tr>
<td>Pers. no</td>
<td>personnel number</td>
</tr>
<tr>
<td>Cust. cost center</td>
<td>customer cost center</td>
</tr>
<tr>
<td>Purchaser name</td>
<td>name of the purchaser</td>
</tr>
<tr>
<td>Field</td>
<td>Explanation/entry</td>
</tr>
<tr>
<td>---------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Project no</td>
<td>Enter the project number; it is valid for all sales items of a processing number, unless otherwise defined in the VERL mask.</td>
</tr>
<tr>
<td>Remark 1</td>
<td>Enter any text; it is valid for all sales items of a processing number, unless otherwise defined in the VERL mask.</td>
</tr>
<tr>
<td>Clearing no.</td>
<td>Enter the invoice number when issuing refunds. Should you participate in customer payment reminders at a service data center, this entry serves as balancing criteria on the open amount.</td>
</tr>
<tr>
<td>Contra-Account</td>
<td>Enter the contra account number (Hapag-Lloyd agencies only).</td>
</tr>
<tr>
<td>Agency/branch</td>
<td>third-party agency and branch number, (if you create sales receipts for other agencies)</td>
</tr>
<tr>
<td>Remark 2</td>
<td>Enter any text; it is valid for all sales items of a processing number, unless otherwise defined in the VERL mask.</td>
</tr>
<tr>
<td>Name 1</td>
<td>customer name</td>
</tr>
<tr>
<td></td>
<td>If a KD-number has been entered, the corresponding data will be displayed.</td>
</tr>
<tr>
<td>Name 2</td>
<td>customer name</td>
</tr>
<tr>
<td></td>
<td>If a KD-number has been entered, the corresponding data will be displayed.</td>
</tr>
<tr>
<td>Consolidation</td>
<td>code, which has been agreed upon with a service data center.</td>
</tr>
<tr>
<td>Type of address</td>
<td>By default the street address will be printed, enter P for P.O. Box -address or L for delivery address.</td>
</tr>
<tr>
<td>Street</td>
<td>If a KD-number has been entered, the corresponding data will be displayed.</td>
</tr>
<tr>
<td>Postal code</td>
<td>If a KD-number has been entered, the corresponding data will be displayed.</td>
</tr>
<tr>
<td>City</td>
<td>If a KD-number has been entered, the corresponding data will be displayed.</td>
</tr>
</tbody>
</table>

**Create sales receipts in VERK**

Sales data from RAN and Amadeus Bahn is automatically transferred to VERK and can, at a later point, be retrieved, manually added and then be printed.
You can also manually create sales receipts for services sold in other front-office procedures in the VERK mask. You switch to VERK by entering "VERK" into one of the available five tabs of the German Local component. Sales data must be entered using the applicable sales code plan.

Furthermore, you have the option of creating and printing out a sales receipt for non-system services alone.

**Enter or edit sales data**

You can record data for manually provided services, or change already recorded sales data for later printout on a sales receipt. Services created by the system cannot be changed.

1. Display the sales receipt.
2. Enter new items in the first free row in the VERK mask.
   
   **Note**: Manually entered services can be changed at any time by overwriting. You have ten rows available for entering sales data. If you need more rows, press enter and move to the next page by clicking on the forward arrow in the toolbar.

3. Enter the sales code.
   
   **Note**: If you work with Amadeus sales codes: You find the valid sales code in the sales code plan (Sales codes 8000-9389 on page 491). You can also search in the VERK mask for the Amadeus sales code. See also Search for an Amadeus sales code in the VERK mask) If you work with a service data centre: refer to the sales codes provided by them.

4. Enter the document number (depending on your accounting system).
5. Enter the unit price in cent (e.g. 27550 for 275.50 EUROS).
6. Enter the VAT code.
   
   **Note**: 0 = no VAT
   
   1 = full VAT rate
   
   2 = reduced VAT rate
   
   For VAT-applicable services with the VAT code 1, it is necessary to enter all of the service provider's VAT data with the code 9990 beneath the service. The VAT data includes the service provider's name, address and VAT number.

7. Enter the number of services of the same type
   
   **Note**: By entering 0 you can delete manually entered services.

8. Enter the destination code/cost center code/order number agreed upon with your service data center.
9. If applicable: enter the code for exchange documents.
   
   **Note**: This entry is only necessary for conjunction tickets, an airline ticket transfer and for airline tickets with credit card payments. See also Exchange document code on page 508

10. Press Enter.

The data is saved. The amount in the field Total is entered or updated, as applicable.
Search for an Amadeus sales code in the VERK mask
If you don't have the sales code plan at hand, you can search for a specific Amadeus sales code.
1. Enter Action SC.
2. Enter the search criteria in Description of Service:
   - at least on letter, followed by a full stop (e.g.: flight.) or
   - only a full stop, in which case all existing sales codes are displayed
3. Press Enter.
A list of the codes and services, which match the search criteria, is displayed. A double-click in the field of the desired service transfers the sales code automatically into the VERK mask.

Note: If you work with a service data centre, obtain the sales code plan applicable for you from there.

Record own text for the sales receipt
You can add your own text to a service in the VERK mask.
1. Enter the service code.
2. Enter your desired text in the fields Description of service and Document no.
   or
3. Enter a service code 9800 to 9879 (texts recorded in the TEXT mask are automatically entered).
4. Press Enter.
The desired text is displayed in the VERK mask and printed on the sales receipt.

Search for an Amadeus sales code in the VERK mask
If you don't have the sales code plan at hand, you can search for a specific Amadeus sales code.
1. Enter Action SC.
2. Enter the search criteria in Description of Service:
   - at least on letter, followed by a full stop (e.g.: flight.) or
   - only a full stop, in which case all existing sales codes are displayed
3. Press Enter.
A list of the codes and services, which match the search criteria, is displayed. A double-click in the field of the desired service transfers the sales code automatically into the VERK mask.

Note: If you work with a service data centre, obtain the sales code plan applicable for you from there.

Search for recorded text in the VERK mask
You can search for comment text recorded in the TEXT mask, in order to print it on a sales receipt.
1. Enter Action code STX (Search for text).
2. Enter the search criteria: at least the first letter, followed by a full stop.
3. Press Enter.

A double-click in front of the desired text transfers it automatically into the Description of Service and Document no fields.

**Display sales data**

You can display sales data that was previously entered, but for which a sales receipt hasn't yet been printed. You need to know the processing number under which this sales data was saved.

1. Enter the processing number in the field **Processing number**.
2. Enter **P** (Verify) in the field **Sales receipt**
   
   or

3. Enter an **Action** code:  
   - **D** (Display)  
   
   or  
   - **DEX** (Display for travel agent - only services entered with your travel agent number are displayed)  
   
   or
   - **DA** (Display all services - all services, incl. the deleted rows, are displayed. Deleted rows have 0 entered in the field FOP.  

4. Press Enter.

The sales data is displayed.

**Print sales receipts in VERK**

To print sales receipts for already recorded sales data proceed as follows:  
1. Display the sales data (processing no., Action D).  
2. Select the appropriate sales receipt type from the drop down menu.  
3. Press Enter.

In the message bar the creation of the sales receipt is confirmed. The document printer requests the corresponding document ID (17 or 18). The cash and turnover counter is updated.

**Print invoice with bank transfer slip**

You can print invoices together with bank transfer slips:  
1. Display the data in the VERK mask.  
2. Enter the sales receipt code: R (Invoice).  
3. Enter the customer number.

   **Note:** You find the customer number in your customer list. Your customer’s bank data is also printed on the bank transfer slip if it is saved under the customer number.

4. Enter the code for the bank transfer slip Form of payment: UE, U0 to U9
Note: The codes correspond to the bank accounts, which you entered with the branch master data.

5. Press Enter

A confirmation message appears in the message bar, that the sales receipt is being printed. After that the document printer calls for document ID 25 (bank transfer slip).

Create a collective invoice

You can collect a customer's services under a processing number over a period of time and issue a collective invoice for this customer on an agreed date.

1. Assign a processing number under which all services for the customer are saved:
   - You assign a permanent processing number from 1 to 100.
   - or
   - You create the first service for the customer and use the processing number assigned by the system for all further services.

2. Enter the set processing number for every service you create for the customer. No sales receipt ID is entered into the Sales receipt field.

3. Print the invoice at a desired date:
   - Enter the **processing number** and R (invoice) in the **Sales receipt** field
   - Enter the **customer number** in the customer no field

The sales receipt with all services listed is being created. The printer requests the documents.

Print collective invoice with additional customer data

You can print a collective invoice with additional customer data for the individual sales items.

1. Display the sales items saved under a processing number (processing no., Action D).

2. Change to the VERL mask by clicking the button **VERL**.

3. Select the sales item by scrolling to desired item with the forward or backward arrow in the toolbar.

4. Enter the customer's additional data in the lower left part of the mask:

<table>
<thead>
<tr>
<th>Field</th>
<th>Field explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Traveller no</td>
<td>traveller's KDP number</td>
</tr>
<tr>
<td>Traveller name</td>
<td>traveller's name</td>
</tr>
<tr>
<td></td>
<td>This entry is not necessary if the KDP number has been entered</td>
</tr>
<tr>
<td>Personal no</td>
<td>personnel number</td>
</tr>
<tr>
<td>Customer's cost center</td>
<td>customer's cost center</td>
</tr>
<tr>
<td>Project no</td>
<td>customer's project number</td>
</tr>
<tr>
<td>Remark 1</td>
<td>remarks</td>
</tr>
</tbody>
</table>
Field | Field explanation
--- | ---
Remark 2 | remarks

5. Press Enter.

Print sales receipts with payable commission

You can print sales receipts, in which you pass on the appropriate portion of the received commission to the customer.

1. Display the sales data (processing no., Action D).
2. Enter the appropriate sales receipt type.
3. Enter the commission ID, e.g. entry 1 for 2%

   **Note:** See also Commission codes on page 510. If the commission rate you want isn’t included, you can enter it in the VERL mask.

4. Select the appropriate sales code for commissions in the commission type field (drop-down menu).
5. Press Enter.

The sales receipt is being created and printed.

Further topics: Pay commission fees to sub-agents on page 447

Send sales receipts by e-mail or fax

There are two options for sending electronic sales receipts directly out of the VERK mask to your customer:

- e-mail an invoice with a digital signature (original sales receipt),
  - or
- e-mail / fax an informational sales receipt without a signature (informational sales document)

Prerequisite is that your office has a licence for working with Amadeus Fax and Email Plus.

The following sales receipt types are supported by Amadeus Fax and Email Plus:

- A - Payment receipt
- G - Credit note
- K - Sales slip
- R - Invoice
- V - Prepayment
- L - Delivery note
- S - Cancelled delivery note

The sales receipts can be created with your own agency templates or the legally necessary data can be directly derived from the BSTG/BSTV masks.

Sending info sales receipts and original sales receipts is only possible in separate processes. You receive a daily protocol of all the receipts you have sent. Positive
or negative system messages after sending the documents can be send to the Amadeus message queue 97.

Additionally to sending the receipt electronically, a copy of the receipt will be printed out in the travel agency. Printing out the copy can be suppressed by using the sales receipt types Y - Suppress receipt (cash sales) or Z - Suppress receipt (sales on credit). This function is available to travel agency chains and must be activated separately.

**Send an original sales receipt with a digital signature**

You can send sales receipts via e-mail with a digital signature directly to your customer. The digital signature secures, that the receipts cannot be manipulated and the sender can be identified unambiguously. Digital sales receipts with signature follow the requirements of input tax deduction. The receipts must be archived both by the sender and the receiver, who also has to verify the signature with a special software program.

1. Display the sales receipt you wish to send.
2. Enter the sales receipt type.

You enter the address/number into the first available row of the VERK mask.

3. Enter **Service code 8295** in all rows used.
4. Enter all relevant e-mail addresses consecutively in the fields Description of Service and Document No:

<table>
<thead>
<tr>
<th>Service Code</th>
<th>Description of Service</th>
<th>Document No</th>
</tr>
</thead>
<tbody>
<tr>
<td>8295</td>
<td>EMAIL:BUC</td>
<td><a href="mailto:HHALTUNG@MAIER.DE">HHALTUNG@MAIER.DE</a></td>
</tr>
<tr>
<td>8295</td>
<td>CEMAIL:LSC</td>
<td><a href="mailto:HULTE@MAIER.DE">HULTE@MAIER.DE</a></td>
</tr>
</tbody>
</table>

**Note:** Original sales receipts with signature can only be send to one e-mail address. Use **CEMAIL** in Description of Service to send copies of the sales receipt to further e-mail addresses.

5. Press Enter.

A *.pdf-file is created and signed with a qualified digital signature. In general the sales receipt is send the next day.

Alternatively the address data can be transferred from the RM element of an Amadeus PNR:

Possible entry:

- RM*BHPK+:LCODE:8295&LEISTUNG:EMAIL:BUCHHALTUNG@MAIER.DE
- RM*BHPK+:LCODE:8295&LEISTUNG:CEMAIL:LSCHULTE@MAIER.DE

**E-mail or fax an informational sales receipt without a signature**

You can fax or e-mail sales receipt without a signature for information purposes directly to your customer. Info sales receipts don’t replace original sales receipts and are not valid for income tax deduction.

1. Display the sales data you wish to send/print.
2. Enter the sales receipt type.
You enter the address/number into the first available row of the VERK mask.

3. Enter **Service code 8539** in all rows used.

4. Enter all relevant e-mail addresses/fax numbers consecutively in the fields Description of Service and Document No:

<table>
<thead>
<tr>
<th>Service Code</th>
<th>Description of Service</th>
<th>Document no</th>
</tr>
</thead>
<tbody>
<tr>
<td>8539</td>
<td>EMAIL:BUC</td>
<td><a href="mailto:HHALTUNG@MAIER.DE">HHALTUNG@MAIER.DE</a>;FR</td>
</tr>
<tr>
<td>8539</td>
<td>ITZ.MAIER</td>
<td>@T-ONLINE.DE</td>
</tr>
<tr>
<td>8539</td>
<td>FAX:06001</td>
<td>7700999</td>
</tr>
</tbody>
</table>

5. Press Enter.

The sales receipt is send to your customer and printed at the same time.

Alternatively the data can also be transferred from the remark elements of an Amadeus PNR. Possible entry:

```
RM*BHPK+:LCODE:8539&LEISTUNG:EMAIL:BUCHHALTUNG@MAIER.DE
RM*BHPK+:LCODE:8539&LEISTUNG:FAX:06172/919999
```

---

**Pay commission fees to sub-agents**

If you want to pay a commission fee to a sub-agent and you can create a sales receipt, which lists the net amount, as well as the input VAT and the sub-agent's VAT number.

Before you can print the sales receipt the following activities have to be accomplished.

- The sub-agent was entered under a customer data number.
- The person type U was entered under the KDP no 99991
- The sub-agent's tax number was entered under the KDP no 99991 in the field Remark 1 and activated for printing.

In the VERK mask:

1. Display the relevant sales data saved under a certain processing number
2. Enter the commission rate
   
   **See also:**  *Commission codes* on page 510
3. Select the type of commission (drop-down list)
4. Enter the customer number
5. Press Enter

A sales receipt is printed, on which the net amount, input VAT and VAT data is listed.
Print IT sales receipt

You can create a sales receipt for a package tour, which comprises several components and only the total amount is to be visible to the customer.

**Attention:** The service provider’s VAT related information are not listed on the customer receipt for sales items marked as IT trip.

1. Record all services and display the processing number in the VERK mask (no travel money order services on this processing number)
2. Enter the sales receipt type.
   
   **Note:** You cannot print a proof of delivery for an IT trip.
3. Select **IT trip** in the I field for every sales item which is an IT service.
4. Enter the service code **9991** in the last row of the listed sales items: the IT subtotal is listed.
   
   **Note:** Once this code has been entered, no further IT services can be added.
5. Press Enter.

Two sales receipt are printed. The first receipt lists all services individually. This receipt is for internal use. The second receipt prints the total amount of the services in one row. This receipt is intended for the customer.

Print a proof of delivery

You can print a proof of delivery and send it together with the travel documents to your customer. The corresponding sales data are saved and can be later printed on a collective invoice.

**Note:** Once the proof of delivery is printed, it is not possible to edit the sales data when creating the collective invoice.

1. Display the sales data you wish to print a proof of delivery for (processing no., Action D).
2. Enter **N** (Proof of delivery) in the field **Sales receipt**.
3. Enter the customer number in the field **Customer no.**
4. Press Enter.

The sales receipt is being created. Under the customer’s address, the note **NO INVOICE** is printed on the receipt.

**Attention:** The VAT data (name, address and VAT number are not printed on the proof of delivery for services, which are subject to VAT. The data is listed on the collective invoice, which is printed at a later time.

Calculate service fees (TAF)

The Amadeus Transaction Fee Manager is a software program for automatically processing and settling service fees in the travel agency. Requirement for using the Amadeus Transaction Fee Manager is a TAF license.
Fees for all services saved under a processing number are automatically calculated in the VERK procedure on the basis of the fee schedules. The latter are defined by your travel agency's administrator in the Amadeus Transaction Fee Administrator in Portevo (www.portevo.de). Different fee schedules may apply for customers, customer groups, branches, travel agencies, chains or co-operations, which may be included in the automatic fee calculation in the sales procedure in the VERK mask.

Requirement for correctly calculating the fees, is therefore, that the customer data (e.g. the customer number) is entered in the VERK procedure. If no customer data is entered, the standard schedule is used.

The TAF Manager's automatic calculation is based on the sales code and the travel price. The service fee to be charged is recognized and entered with a service code in the VERK mask.

**Calculate service fees (TAF)**

1. Print or manually record a service voucher and display it.
2. Enter Action code TAF.
3. Press Enter.

A service fee is calculated and listed on your sales receipt. You can now print the sales receipt.

**Print sales document with service fee**

You can print the sales receipt for an open processing number after the service fee has been automatically added.

1. Display the open processing number in the VERK mask.
2. Enter the appropriate sales receipt type.
3. Enter Action code TAF for calculating the service fee.
4. Press Enter.

A service fee is applied to all services which are subject to a fee. The printer requests the document. The cash and turnover counter is updated.

**Perform a service fee applicable cancellation**

If you have refunded a service (e.g. airline ticket, train ticket etc.) you can also apply a fee to it.

1. Display the open processing number of the refund.
2. Enter the sales receipt type.
3. Enter Action code TAF for calculating the service fee.
4. Press Enter.

A service fee is applied to all billable services. The printer requests the document. The cash and turnover counter is updated.

**TAF offset with credit card**

You can charge service fees to a credit card, if your office has closed individual contracts regarding the credit card fee with the credit card company.

1. Display the processing number for the service paid by credit card.
2. Enter the sales receipt type.
3. Enter TAF in the Action field.
4. Press Enter.

**Note:** In case of different credit card payments in one processing number, the fee offsetting is undertaken against the last credit card number.

All billable services have a service fee added and are offset with the last credit card of the displayed processing number. The cash and turnover counter are updated.

**For debiting service fees to credit cards the following conditions apply:**

To ensure the clear assigning of the main service (e.g. air ticket) and the secondary service (e.g. fee for the air ticket) by the credit card company, you must first verify, that the calculated fee is always activated in relation to a main service in a processing number.

If Action TAF is carried out for several main services in one step, it may not be possible to duplicate the additional data correctly.

Clearly assigning main services and secondary services is conditional on all debiting of credit cards being carried out on the same day. Following this process is imperative, to avoid the main and secondary service being assigned in different protocol periods of the credit card company.

For travel department credit cards, assigning main and secondary services on the credit card invoice is guaranteed.

In case of different credit card payments in a processing number, the final billing of the fees, as well as duplicate off the additional data, is carried out against the last credit card of this processing number's main service.

**Refund service fees**

You can refund an already charged service fee.

1. Display the processing number which includes the service fee.
2. Enter the sales receipt type.
3. Enter the service fee's sales code in the **Code** column.
4. Enter the billable service's document number in the **Document no.** column.
5. Enter the service fee in cent (e.g. 1520 = EUR 15.20) in the **Unit price** column.
6. Enter a - (minus) in the + column.
7. Enter the VAT code (1 for the full VAT rate) in the **VAT code** field.
   **Note:** service fees are generally subject to VAT.
8. Press Enter.

The service fee is refunded and recorded on the sales receipt with a minus sign.

**Solutions for failed printing**

You can solve a failed printing of a travel confirmation, voucher, rail ticket, caused by omitting the service voucher code "D" in Amadeus Tour Market or other booking masks in the German Local Content (HOT, SFS, RAIL).
Option "D" for printing was not selected in the service voucher field when printing via a booking mask.

Two options to retrieve the desired processing number in the VERK mask:
1. Retrieve the VERK mask.
2. Enter your travel agent code (PAC).
3. Press enter.

The system displays the last processing number.

or
1. Retrieve the BELG mask.
2. Enter your travel agent code (PAC).
3. Select all "open processing number for travel agent" or branch.
4. Press enter.

The system displays a list of open processing numbers.
5. Select the desired processing number.
6. Press enter.

   The system switches to the VERK mask.

Print can be completed in the VERK mask afterwards:
1. Display the desired processing number.
2. Select the option "D" for printing in the service voucher field.
3. Select the option "P" for verifying in the sales receipt field.

   The system displays a printing confirmation in the system message bar.

VERL - Detailed Sales Document Data

A service is displayed in detail with all data in the VERL mask. You can also enter additional customer data here.

Printing bulk invoice with additional customer data

You can print a bulk invoice with additional customer data for the individual sales items.
1. Change from the VERK mask into the VERL mask.
2. Select the sales item.
3. Enter the customer additional data into the following fields:

<table>
<thead>
<tr>
<th>Field</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Traveller number</td>
<td>Travellers KDP number</td>
</tr>
<tr>
<td>Travellers name</td>
<td>This entry is not necessary if the KDP number has been entered.</td>
</tr>
<tr>
<td>Personal no</td>
<td>Personal number</td>
</tr>
<tr>
<td>Field</td>
<td>Explanation</td>
</tr>
<tr>
<td>------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Customers cost center</td>
<td></td>
</tr>
<tr>
<td>Project no.</td>
<td>project number</td>
</tr>
<tr>
<td>Remarks1</td>
<td>Remarks</td>
</tr>
<tr>
<td>Remarks 2</td>
<td>Remarks</td>
</tr>
</tbody>
</table>

4. Press Enter.

**Printing sales receipt for manually created airline ticket**

1. Change from the VERK mask into the VERL mask.
2. Enter the tax.
3. Enter the commission.
4. Press Enter.

**Further procedures**

Further actions are possible:

<table>
<thead>
<tr>
<th>Action</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Displaying active BHPs</td>
<td>Enter action code D</td>
</tr>
<tr>
<td></td>
<td>Press Enter</td>
</tr>
<tr>
<td>Changing BHPs</td>
<td>Display BHP</td>
</tr>
<tr>
<td></td>
<td>Modify the desired facts</td>
</tr>
<tr>
<td></td>
<td>Press Enter</td>
</tr>
<tr>
<td>Displaying all active BHPs</td>
<td>Enter action code DA</td>
</tr>
<tr>
<td>per agent</td>
<td>Press Enter</td>
</tr>
<tr>
<td>Displaying all active BHPs</td>
<td>Enter action code DEX</td>
</tr>
<tr>
<td>per agent</td>
<td>Press Enter</td>
</tr>
<tr>
<td>Recording</td>
<td>Enter action code E</td>
</tr>
<tr>
<td></td>
<td>Add the information into the fields</td>
</tr>
<tr>
<td></td>
<td>Press Enter</td>
</tr>
<tr>
<td>Recording a text</td>
<td>Enter action code ETX</td>
</tr>
<tr>
<td></td>
<td>Enter the Text in the Description of service field</td>
</tr>
<tr>
<td></td>
<td>Press Enter</td>
</tr>
<tr>
<td>Searching for a sale item</td>
<td>Enter action code S</td>
</tr>
<tr>
<td></td>
<td>Enter search criteria</td>
</tr>
<tr>
<td></td>
<td>Press Enter</td>
</tr>
</tbody>
</table>
## Mask description

<table>
<thead>
<tr>
<th>Field</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action</td>
<td>Available action code:</td>
</tr>
<tr>
<td></td>
<td>A - Change</td>
</tr>
<tr>
<td></td>
<td>D - Display active (non-deleted) accounting segments</td>
</tr>
<tr>
<td></td>
<td>DA - Display all accounting segments incl. deleted accounting segments</td>
</tr>
<tr>
<td></td>
<td>DEX - Display active accounting segments for consultant</td>
</tr>
<tr>
<td></td>
<td>E - Data Entry</td>
</tr>
<tr>
<td></td>
<td>ETX - Text Entry</td>
</tr>
<tr>
<td></td>
<td>S - Search for sale item</td>
</tr>
<tr>
<td>Number</td>
<td>Input of the number of the accounting segment to be displayed.</td>
</tr>
<tr>
<td></td>
<td>Default is '001'.</td>
</tr>
<tr>
<td>Currency of sales receipt</td>
<td>It is shown in which currency the reference number is saved and which currency will be printed on the sales document possible = Euro or denomination currency)</td>
</tr>
<tr>
<td>Field</td>
<td>Explanation</td>
</tr>
<tr>
<td>---------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| Form of payment | Input the desired **Form of payment** to be used for the sales slip. Customer data retrieved from the customer profile will be displayed showing the form of payment on file.  
To print money transfer forms, enter:  
UE,U0-U9 - Money transfer forms for the total amount to the desired account of the business unit.  
NO - Cancel the form of payment on file in the customer profile  
AB - The note 'AMOUNT TO BE DEBITED FROM ACCOUNT - DO NOT PAY' will appear on sales document.  
Amadeus Cash and credit card payments:  
**Note:** In the field DC, a 'C' (= change to CC screen) must be input.  
SC - Amadeus Cash Payment  
EC - Payment with Eurocard  
AX - Payment with American Express  
DC - Payment with Diners Club  
VI - Payment with Visa Card  
BA - Payment of rail services with American-Express-Card  
BD - Payment of rail services with Diners Club  
BE - Payment of rail services with Eurocard  
BT - Payment of rail services with LH AirPlus Company Card  
BV - Payment of rail services with Visa Card  
**Note:** If a customer number/traveller number (CR_NO/TVL_NO) has been entered in the CUSTOMER field, the card numbers of the respective credit card companies will be searched for in the corresponding customer profile and displayed on the CC screen. |
<p>| Buttons VERK, CC, KD, TEXT | Change to the respective masks                                                                                                                                                                           |
| Service code   | Display of the Amadeus sales code number when entering Amadeus provided services. Input a valid code number when creating manually input sales data.                                                              |
| Description of service | Description of the service relating to the entered service code number. In some instances, the standard text may be overwritten. For some codes, however, this is not permitted (please refer to the code guide) |</p>
<table>
<thead>
<tr>
<th>Field</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document no</td>
<td>Display of the document number when entering Amadeus system services. When entering manually input sales, enter the document or Invoice/ Reservation number. Create multiple documents having the same price and consecutively numbered in one sales line by entering the beginning document number in this field, and by specifying how many documents are to be produced in the <strong>NO</strong> field. With code 9990 or an '*' you can enter whatever comments you wish in the <strong>SERVICE</strong> and <strong>DOCUMENT</strong> fields.</td>
</tr>
<tr>
<td>Currency</td>
<td>ISO currency code for accounting segments denominated in foreign currency.</td>
</tr>
<tr>
<td>Unit price</td>
<td>Amount in the smallest unit of the business unit currency (i.e. Euro would be Cent). Enter unit price for each service without period or comma. The field must be filled in on all rows. For sales rows with no unit price (i.e. conjunction tickets), enter a '0' (zero). For accounting segments denominated in a foreign currency, the converted amount will be shown in the business unit currency in this field. A '+' will be automatically displayed as a positive/negative sign. Only when negative amounts are entered (e.g. refunds) must one enter a '-' sign.</td>
</tr>
<tr>
<td>+/-</td>
<td>Sign of Positive/Negative Amount A default of '+' will be displayed. Only when negative amounts (e.g. refunds) are to be entered must a '-' sign be input.</td>
</tr>
<tr>
<td>No of</td>
<td>Number (quantity) of services (1 to 99, default of 1).</td>
</tr>
<tr>
<td>Tax</td>
<td>Airline Ticket Taxes: When manually issuing airline tickets which include taxes within the price, enter the amount of the taxes in the smallest unit of currency (e.g. Euro = Cent). Entry with period and comma is allowed.</td>
</tr>
<tr>
<td>Conversion unit</td>
<td>Foreign currency conversion unit denomination (1, 10, 100, 1000).</td>
</tr>
<tr>
<td>Conversion rate</td>
<td>Exchange Rate Enter exchange rate in the EXCHANGE RATE field with the denomination of units in the UNIT field.</td>
</tr>
<tr>
<td>VAT code</td>
<td>Value added tax code</td>
</tr>
<tr>
<td>VAT in %</td>
<td>Percentage of value added tax</td>
</tr>
<tr>
<td>VAT INCL</td>
<td>Value added tax - relevant amount in the original currency</td>
</tr>
<tr>
<td>VAT includes in</td>
<td></td>
</tr>
<tr>
<td>VAT amount in</td>
<td></td>
</tr>
<tr>
<td>Traveller no</td>
<td>Entry of the TVL_NO (individual profile number) of the traveller relating to the number entered in CUST. (company profile number). The stored name and other information on file for the fields CCP, PROJ, REM1, REM2, and STAFF NO will be retrieved into the accounting information footer.</td>
</tr>
<tr>
<td>I</td>
<td>Enter the code 'I' for IT services. Additionally when entering an IT service, the code 9991 must be input under the last IT service (IT subtotal).</td>
</tr>
<tr>
<td>Field</td>
<td>Explanation</td>
</tr>
<tr>
<td>------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Destination code</td>
<td>Input the destination code agreed upon with your computer service center. In the <strong>OPT</strong> mode, this field can be made a required and/or numeric only field.</td>
</tr>
<tr>
<td>Cost Center</td>
<td>Entry of the costing point number agreed upon with your computer service center. In the <strong>OPT</strong> mode, this field can be made a required and/or numeric only field. A default value may also be assigned.</td>
</tr>
<tr>
<td>Order no</td>
<td>Order number</td>
</tr>
<tr>
<td>ED</td>
<td>Enter the appropriate code when processing exchange documents:</td>
</tr>
<tr>
<td></td>
<td>01 New Document</td>
</tr>
<tr>
<td></td>
<td>10 Trade-in Document</td>
</tr>
<tr>
<td></td>
<td>11 UATP/AirPlus</td>
</tr>
<tr>
<td></td>
<td>12 American Express</td>
</tr>
<tr>
<td></td>
<td>13 Bank of America</td>
</tr>
<tr>
<td></td>
<td>14 Visa</td>
</tr>
<tr>
<td></td>
<td>15 Carte Blanche</td>
</tr>
<tr>
<td></td>
<td>16 Diners Club</td>
</tr>
<tr>
<td></td>
<td>17 Eurocard</td>
</tr>
<tr>
<td></td>
<td>18 Standard Bank</td>
</tr>
<tr>
<td></td>
<td>19 Master Card</td>
</tr>
<tr>
<td></td>
<td>20 Access</td>
</tr>
<tr>
<td></td>
<td>21 Warrent GR</td>
</tr>
<tr>
<td></td>
<td>22 Warrent UN</td>
</tr>
<tr>
<td></td>
<td>23 Pay Later Plan</td>
</tr>
<tr>
<td></td>
<td>24 Lufthansa</td>
</tr>
<tr>
<td></td>
<td>25 Single GTR-Program</td>
</tr>
<tr>
<td></td>
<td>26 En Route (Air Canada)</td>
</tr>
<tr>
<td></td>
<td>27 Lufthansa large volume cust.</td>
</tr>
<tr>
<td></td>
<td>30 Miscellaneous Document</td>
</tr>
<tr>
<td></td>
<td>40 Conjunction Ticket</td>
</tr>
<tr>
<td></td>
<td>41 Conjunction with exchange ticket</td>
</tr>
<tr>
<td></td>
<td>55 Prepaid Ticket 70 Special Ticket No.(i.e. 6 digit)</td>
</tr>
<tr>
<td></td>
<td>90 Tour Code (IT or Group Code) When manually issuing flight tickets, enter the appropriate codes corresponding to the following situations:</td>
</tr>
<tr>
<td></td>
<td>01 in the sales data row for the new ticket</td>
</tr>
<tr>
<td></td>
<td>10 in the following row for the ticket taken in exchange</td>
</tr>
<tr>
<td></td>
<td>Conjunction tickets:</td>
</tr>
<tr>
<td></td>
<td>40 in each row of a conjunction series ticket</td>
</tr>
<tr>
<td></td>
<td>Credit card payment:</td>
</tr>
<tr>
<td></td>
<td>01 in the sales data row of the ticket xx where 'xx' is the code for the credit card company pertaining to the credit card account number appearing on the following row.</td>
</tr>
<tr>
<td>Traveller name</td>
<td>Name of the person travelling. If a you have entered the number of a traveller in the <strong>TRVL POS NO</strong> field, the corresponding name will be displayed.</td>
</tr>
<tr>
<td>Field</td>
<td>Explanation</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Payable commision in %</td>
<td>Percent rate of commission to be paid in the form of following one of the following examples: '5' or '5,0' or '5,00' are equivalents to a 5% rate of commission. Additionally, for payment of the commission, the COMM. field on the VERK screen must be filled in.</td>
</tr>
<tr>
<td>or C</td>
<td>Commission Code Code indicating the rate of commission, when service documents are to be delivered to a third party (e.g. subagent) for which a commission will be granted. Instead of the commission code, one can enter the percentage rate in the COMMISSION PAYABLE field. Additionally, for commission payments the field COMM must be filled in on the VERK screen. Display: When the field COMM CODE in the accounting footer is filled in. Note: A modification or deletion in the 'C' field is no longer possible once a proof of delivery document (SD=N) with this commission code has already been printed.</td>
</tr>
<tr>
<td>Received commission in %</td>
<td>Commission on Air Tickets An input is required only when manually issuing non-BSP air tickets. Enter the percentage rate of commission for non-BSP air tickets in the form of one of the following examples: '9' or '9,0' or '9,00' are all equivalents to a 9% rate of commission. For payment of conjunction tickets and ticket sales using credit cards enter the commission in the first sales line. In all other lines enter a '0'.</td>
</tr>
<tr>
<td>Personal no</td>
<td>Input the staff number of the individual travelling, existing information from KD/KDP will be retrieved if field left blank.</td>
</tr>
<tr>
<td>Customer cost center</td>
<td>Manual input of the customer's costing point or automatically retrieved from existing information maintained in the customer profile mode (KD/KDP screens).</td>
</tr>
<tr>
<td>Code</td>
<td>Comment Code Should you wish to use a system or pre-assigned comment from the TEXT mode, please enter the appropriate code number in this field. The corresponding text will be automatically displayed in the TEXT field.</td>
</tr>
<tr>
<td>Text</td>
<td>Input desired comments. Should a comment code have been entered in the CODE field, the corresponding text will be retrieved and displayed. Should an accounting segment be deleted, this text will be automatically deleted as well.</td>
</tr>
<tr>
<td>Project no</td>
<td>Project Number Input of the customer project number or automatic retrieval of data maintained in the customer profile mode (KD/KDP screen).</td>
</tr>
<tr>
<td>Remark 1</td>
<td>Input desired comments. Any default comments set-up in the Customer Profile KD/KDP screens will be retrieved and displayed.</td>
</tr>
<tr>
<td>Remark 2</td>
<td>Input desired comments. Any default comments set-up in the Customer Profile KD/KDP screens will be retrieved and displayed.</td>
</tr>
</tbody>
</table>
TEXT - Comment lines

You can record up to 40 individual text modules in the TEXT mask, in order to print these as comment lines on sales receipts. Additionally, Amadeus provides several standard text modules.

You can:

- Record text
- Display text
- Delete and change text

Recording comment lines

Via the TEXT mask you can enter comment lines for printing on sales receipts.

1. Enter the desired text in the lines with the code numbers 9800 to 9839
   
   **Note:** The action code **A** (change) is automatically entered into the Action field.

2. Press Enter.

   **Note:** Only "Own text" can be changed. You can use the new comment lines immediately.

Displaying comment lines

Enter your travel agent code.

The action code **D** (Display) is automatically entered into the Action field.

1. Click on **OK** for displaying own text.

The message bar displays the own texts.

   or

2. Click on **OK** for displaying standard text.

The message bar displays the standard texts. The entry rows are numbered with the code numbers 9840 to 9879. The comment lines provided by Amadeus are displayed behind these.

   **Caution:** These texts cannot be changed!

Changing or deleting comment lines

You can change or delete your own text.

1. Display your own comment line.

2. Overwrite the displayed text or delete the text.

3. Press Enter.
Note: You can use the modified comment lines immediately.

CC - Credit cards

Via the CC mask you can process either credit-card or Amadeus Cash payments. If you wish to debit services to credit-cards for which the credit fee is not carried by the supplier (e.g. tour operator), you need your own contract with the respective credit card company.

Mask description

With Amadeus Cash payments the CC mask is automatically displayed after entering Form of Payment (FOP): SC in the respective front-office procedure or in the VERK mask. With credit-card payments an automatic change is possible in TOMA and VERK.

You can also call up the CC mask directly by entering CC into one of the five tabs available in the German Local content component.

The automatic change to CC is recommended since data can be transferred and don’t need to be entered again.

In the CC mask the following field are available:

<table>
<thead>
<tr>
<th>Field name</th>
<th>possible entries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action</td>
<td></td>
</tr>
<tr>
<td>Credit card procedure</td>
<td>A - Automatic processing</td>
</tr>
<tr>
<td></td>
<td>E - End</td>
</tr>
<tr>
<td></td>
<td>G - Request for approval</td>
</tr>
<tr>
<td></td>
<td>M - Display contractual relationship</td>
</tr>
<tr>
<td></td>
<td>S - Cancellation</td>
</tr>
<tr>
<td>Amadeus Cash procedure</td>
<td>BLZ = Bank code</td>
</tr>
<tr>
<td></td>
<td>DAT = Request for Amadeus Cash</td>
</tr>
<tr>
<td></td>
<td>ELV = Electronic direct debit</td>
</tr>
<tr>
<td></td>
<td>GUT = Credit advice</td>
</tr>
<tr>
<td></td>
<td>KA? = Recall last cash intersection</td>
</tr>
<tr>
<td></td>
<td>KAS = Cash intersection</td>
</tr>
<tr>
<td></td>
<td>OLV - Online direct debit</td>
</tr>
<tr>
<td></td>
<td>OMR - On merchants risks</td>
</tr>
<tr>
<td></td>
<td>STO - Cancellation</td>
</tr>
<tr>
<td></td>
<td>TST - Testing network connection</td>
</tr>
</tbody>
</table>
### Field name | possible entries
--- | ---
Company | code of the credit card company
Number | credit card number, is displayed, if data from KD/KDP is transferred; not used with Amadeus Cash
Expiration date | validation date of the credit card, is displayed, if data from KD/KDP is transferred; not used with Amadeus Cash
Currency | display of the currency
Amount | amount in cent
Approved/BNO | approval code of the credit card company for manual processing, in case of cancellations the original document number must be entered
CC Security Code | Card Verification Code (CVV/CVC) which can be three or four digits; input is optional and can be used only with the Entry A = Automatic processing
Date of trip | date of travel (TTMMJJ)
Traveller | name of Traveller, not mandatory
Procedure | 
Document no | document number of service voucher, not used for Amadeus Cash
Service code of organizer | 
Reason for cancellation | not used for Amadeus Cash
Text | free text, not used for Amadeus Cash

### Noncash payments with Amadeus Cash

Amadeus Cash handles the payments with Eurocheque card (EC card) and signature of the customer on the direct debit authorization. It includes the Multi-Card Board, a chip card and magnetic stripe reader with keyboard, which reads the customer and payment related data stored on the card. You need a licence to use Amadeus Cash.

You can process your customer’s payments via direct debit by two different methods:
• Online direct debit (OLV®) - verifying various criteria (e.g. card validity and plausibility)
• Electronic direct debit (ELV) - the card details are not verified

**Attention:** The travel agency bears the risk of direct debiting: it can be debited back either due to overdrawning an account or disputing on the customer's behalf.

**Processing payments with EC card online via direct debit (OLV)**

The online direct debit procedure verifies the validity and plausibility of the card. The payments are checked against black-list file.

In the VERK mask:
1. Display the processing number.
2. Prepare the mask switch: Service voucher C (Change to CC).
3. Enter **FOP** ID for Amadeus Cash: **SC**
4. Press Enter.

In the CC mask:
1. Initiate printing of the **Service voucher: D** (Print).
2. Enter the **Action** code: **OLV** (online direct debit procedure).
3. Read Eurocheque card (EC).

**Note:** Insert the card facing downwards to the right into the Multi-Card Board.

The document no 24/0810 is requested by the printer. The respective offset posting is entered with the sales code 9641 in the VERK mask. Your Amadeus Cash counter increases appropriately.

Print out the Amadeus Cash slip, have the customer sign it and give the her/his copy back.

**Attention:** A customer's signature is absolutely necessary for this procedure.

By creating an Amadeus Cash slip, debiting your clients accounts does not occur automatically. Therefore, perform the cash intersection daily. Crediting your account generally takes 2-3 days.

**Processing payments with EC card via electronic direct debit (ELV)**

The electronic direct debit does not guarantee you any payment. You should therefore use the procedure only for small amounts up to € 30,-. There is no validity check of the card. Payments are not checked against a black list.

**Attention:** A risk of loss exists, since the bank debit can either be returned due to overdrawing an account or disputing on the customer’s behalf. Moreover, stolen, counterfeit and outdated EC cards could be used.

In the VERK mask:
1. Display the processing number.
2. Prepare the mask switch: Service voucher C (Change to CC).
3. Enter **FOP** ID for Amadeus Cash: **SC**
4. Press Enter.

In the CC mask:
1. Initiate printing of the **Service voucher: D** (Print).
2. Enter the Action code: ELV (online direct debit procedure).
3. Read Eurocheque card (EC) by inserting the card facing downwards to the right into the Multi-Card Board.

The document no 24/0810 is requested by the printer. The respective offset posting is entered with the sales code 9642 in the VERK mask. Your Amadeus Cash counter increases appropriately.

Print out the Amadeus Cash slip, have the customer sign it and give the her/his copy back.

Attention: A customer's signature is absolutely necessary for this procedure.

By creating an Amadeus Cash slip, debiting your clients accounts does not occur automatically. Therefore, close out credit-card tabulation daily. Crediting your account generally takes 2-3 days.

Cancelling payments by EC card

To cancel payments by EC card the following conditions must be met:

• The cash intersection has not been performed yet
• The entire amount is to be cancelled
• The Multi-Card Board used for cancellation is the original one

Proceed as follows:

Return the services in the procedure you sold them in (TOMA, RAIL etc.) Please refer to the description in the Online Help. For services where returns are not allowed via the Amadeus Selling Platform, enter the data manually in the VERK mask.

1. Prepare the mask switch: Service voucher C (Change to CC).
2. Enter FOP ID for Amadeus Cash: SC
3. Press Enter.

In the CC mask:

4. Initiate printing of the Service voucher: D (Print).
5. Enter Action code: STO.
6. Enter the slip number of the original debit slip in the Approved field.
7. Read Eurocheque card (EC) by inserting the card facing downwards to the right into the Multi-Card Board.

The document no 24/0810 is requested by the printer. The respective offset posting is entered with the sales code 9643 in the VERK mask. Your Amadeus Cash counter decreases appropriately.

Amadeus Cash back-office functions

Perform a cash intersection

Amadeus Cash turnovers are only debited from your customer's accounts after you manually performed a cash intersection. You should perform this transaction daily. All data allocated over the day are then transferred to easycash GmbH for clearing.

In the CC mask

1. Enter Action KAS for cash intersection.
2. Press Enter.
All turnovers since you last performed a cash intersection are transferred and can be credited to your account.

**Print sales protocols for Amadeus Cash**

To enable your accounting department to assign the Amadeus Cash turnovers to the individual sales, you are sent a protocol which lists all items sold via Amadeus Cash. You receive the protocol via Amadeus Local Info System one day after turnover. You should print the protocol on a daily basis.

1. Open the INFO mask.
2. Enter **Action** code B (Display mailbox).
3. Press Enter.

Your travel agency's mailbox is displayed.

4. Enter **Action** code PL.
5. Enter the row number of the title CASH.
6. Press Enter.

The protocol is printed and at the same time deleted from the INFO system.

**Note:** Each protocol is available in the INFO system for a maximum of 10 days.

**Allocate the Amadeus Cash device to several terminals**

Within your branch several terminals can access a terminal with Multi card board and Amadeus Cash software. Allocation of the designated terminals is done in the DRST mask. For it you need to know the RBT number of the terminal to which the Cash device is directly connected.

In the DRST mask:

1. Enter the RBT number in the field Change POS allocation onto POS number.
2. Press Enter.

**Handle payments above the monthly MAESTRO limit**

In general only payments up to € 2500,- (total amount per month/card) can be processed via Amadeus Cash. Any exceeding amounts are not covered with the service of easycash GmbH to guarantee payments (separate contract necessary). To still handle this amount you can use the **Action** code On Merchants Risk (OMR).

**Note:** With amounts exceeding €2500,- the travel agency alone takes the risk of default!

**Credit card payments for non-airline services**

You can process payments by credit card for non-airline services. For this you change from VERK mask to CC.

For processing payments with credit card your travel agency needs a contract with the respective credit card company. The credit card fee is debited to you.

Some tour operators and the Deutsche Bahn bear the credit-card fee.

**Note:** You can find an overview of these tour operators in the Amadeus Local Info System, under the keyword "CC-TEILNEHMER". Only if the corresponding service code is transferred from VERK to CC it is guaranteed that the tour operator bears the credit card fee. If the
deposit payment with the code 9981 is manually recorded in VERK and transferred to CC, the fee is debited to the travel agency.

Printing out an invoice with a credit card payment

Import the data from VERK:
1. Display the sales data that was previously entered (processing number).
2. Select the adequate Form of payment from the drop down menu.
   Note: If a customer number has been entered, the card numbers of the respective credit card company will be searched for in the customer profile and displayed in the CC mask.
3. Switch mask (Click on CC button).

Upon changing to the CC mask, all relevant travel and accounting data is imported and displayed.

In CC:
1. Initiate the printing of the Service voucher (D).
2. Initiate the printing of the sales receipt (R).
   Note: You can also display the sales receipt prior to printing by entering P.
3. Enter Action code A (Automatic processing).
4. Enter the credit card number.
5. Enter the expiration date in the MMYY format.
6. Press Enter.

The data is send to the respective credit card company and processed there. The printer requests the documents for the sales receipt and the credit card slip.

Request approval code

With the approval code the credit card company agrees on the requested amount.

You can create a credit card slip manually and only request the approval code via the CC procedure.
1. Import all data from the VERK mask.
2. Enter Action code G (Request for approval).
3. Enter the credit card number.
4. Enter the validity date in the format MMYY.
5. Press Enter.

The data is transmitted to the credit card company. The approval code is automatically displayed. You can now issue the credit-card slip manually via Action M (manual processing).

Create credit card slip without approval code

You can create a credit card slip without simultaneously requesting an approval code.

Attention: If you have not searched for the approval code elsewhere, the debit is performed at your own risk!
1. Import the data from VERK.
2. Initiate the printing of the credit card slip: Service voucher D.
3. Display the data in the VERK mask: Sales receipt P.
4. Enter Action code M (Manual processing).
5. Enter company code if necessary.
6. Enter the credit card number.
7. Enter the validity date in the format MMYY.
8. Enter the approval code.

The entered service is automatically displayed in the VERK mask. The credit card slip is requested by the printer.

**Cancel credit card slip**

You can issue a cancellation slip for a credit-card payment. Take care of the following requirements:
- The slip to be cancelled has been created via the CC procedure
- The refund is processed via the same credit card as the payment
- The data have been imported into the CC from the VERK mask

To cancel a credit card slip:
1. Initiate the printing of the credit card slip: (Service voucher D [Print]).
2. Display the data in the VERK mask (Sales receipt: P [Verify]).
3. Enter Action code: S (Cancel).
4. Enter the credit card number.
5. Enter the validity date in the format MMYY.
6. Enter the original debit's slip number.
7. Enter date of travel in the DDMMYY format.
8. Enter reason for cancellation.

The service is displayed in the VERK mask and the sales receipt can be issued.

**Create manual credit card slip**

You can create a credit card slip for an amount, for which you have received an approval code via telephone or requested one via Action G.
1. Import the data from VERK.
2. Initiate the printing of the service voucher (D [Print]).
3. Enter Action code M.
4. Enter the credit card number.
5. Enter the validity date in the format MMYY.
6. Enter the approval code.
7. Press Enter.

The credit card slip is printed. The data is automatically transmitted to the credit card company. The sales receipt can be issued in the VERK mask.
Display credit card partners

You can display a partner, with whom a credit card contract has been made.

1. Enter Action I (Display contractual relationships).
2. Press Enter.

The data is displayed.

**Note:** If you have made a licensing contract with a partner and nothing is displayed yet, you cannot process any payments yet via the CC mask.

UMSZ - Turnover counter

Within the UMSZ mask you can display the turnovers of your branch. You can either display turnovers for certain service codes or for turnover groups. This is possible for both the current and previous month.

By requesting the turnover statistics you always have an overview of the turnovers of a branch at hand. You can thereby allocate the sales to particular division, to, for example, claim a higher commission.

You have several possibilities:

- Print out turnover statistics
- Display a sales code's turnover
- Display the turnover of a sales code in comparison to the previous month
- Display turnover group's turnover
- Display a turnover group in comparison to the previous month

**Printing out current month turnover statistics**

1. Enter action code **ID**.
2. Click on Service code or turnover group.
3. Enter either a service code or turnover group.

**Note:** If you wish to print out the turnover for multiple service codes in addition, either enter the service code into the TO field, e.g. until which point the turnovers should be printed out. Otherwise only the turnover for one service code is printed out.

4. Press Enter.

**Printing last month turnover statistics**

Enter action code **VD**.

1. Click on the field **Service code** and enter the desired service code.
   or
   2. Click on the field **Turnover** and enter the desired turnover code.
3. Press Enter.
Displaying sales code turnover

1. Enter action code V.
2. Click on the field Service code.
3. Enter the desired service code.
4. Press Enter.

Displaying a sales code turnover compared to previous month

1. Enter action code VG.
2. Click on the field Service code.
3. Enter the desired service code.
4. Press Enter.

Displaying turnover groups turnover

1. Enter action code V.
2. Click on the field Turnover group and enter the desired group number or name.
3. Press Enter.

Displaying turnover group compared to previous month

1. Enter the Action code VG.
2. Click on the field Turnover group and enter the desired group number or name.
3. Press Enter.

KURS - Currency converter

You can record the purchase and sale rates for up to 15 currencies in the KURS mask. This allows you to:
- Convert amounts on sales receipts
- Bill foreign currency tickets in EUR
- Perform simple currency conversions
Recording exchange rates for the first time

1. Enter the action code **E**.
   **Note**: This action is only applicable in an empty mask. Otherwise use action **A**.

2. Enter the conversion unit: 1, 10, 100 or 1000.
   **Note**: If the field Conversion unit is empty, the system automatically enters 1!

3. Enter the currency code (ISO code).
   **Note**: You can find a list of the ISO currency codes in the German Local Content Online Help under Lists and Codes.

4. Enter the Purchase rate (lower rate).

5. Enter the Sale rate (higher rate).
   **Note**: The preceding and following decimal places of the amounts must be left aligned!

6. Press Enter.
   **Note**: Non-Euro currencies must be entered with your exchange rate in relation to Euro, for example: 1USD = 0.87034 EURO

The exchange rates are recorded. The country and currency description are added. The bottom line displays the travel agent number, date and time, as well as the running number of the saved version.

Displaying exchange rates

1. Enter action code **D** for Display.
2. Press Enter.

The saved exchange rates are displayed.

Changing/recording exchange rates

You can update the saved exchange rates, add, or delete individual rates.

1. Display the exchange rates.
2. Enter action code **A** for Change.
3. Overwrite the saved rate with the new values.
   or
   Enter an additional rate in the first free line in the mask.
4. Press Enter.
Deleting exchange rates

1. Display the exchange rates.
2. Enter the action code L for Delete exchange rates.
3. Press Enter.

Note: Deleted exchange rates can be recorded again on the same day. Display the rates again and then enter Action E.

Converting rates in another currency

You can convert:

- from the country currency into a foreign currency (purchase rate)
- from a foreign currency into the country currency (sale rate)
- from one foreign currency into another foreign currency

If you have not done it yet, record exchange rate for the first time.
1. Enter the action code R for Conversion.
2. Enter the currency code of the amount to be converted.
3. Enter the amount be converted.
   
   Note: Round amounts are entered without following decimal places. Otherwise enter a following decimal place.
4. Enter currency code of the currency, into which the amount is to be converted.
   
   Note: If you are converting from or into the country currency, no entry is required in the respective field. The system always automatically enters the country currency.
5. Press Enter.

The calculated amount is displayed behind = (equal sign). The saved exchange rates are simultaneously displayed.

UMSG - Turnover group

Within the UMSG mask you can summarize service codes into turnover groups. These turnover groups are valid for a branch. Amadeus has preset them in 21 turnover groups. In addition, you have the possibility of setting up additional turnover groups according to your individual needs.

Creating turnover group

1. Enter code E.
2. Enter group name.
3. Assigning service groups.

Within the four-digit fields enter the sales codes, which you wish to assign to this new turnover group. If you are dealing with entire number ranges, then enter the first and last number, separated by a hyphen. If you are dealing with individual numbers, then these are separated by a comma.

**Note:** The number for the new turnover group is automatically assigned by the system. Therefore, no entry is made in the first part of the **Turnover group** field.

4. Press Enter.
5. Confirm with action code **OK**.

**Attention:** Please note that upon creating new turnover groups, only you are responsible for maintaining all groups.

### Modifying turnover group

You can modify both/either the name and/or the assigned service code for an already created turnover group.

**Note:** This also applies for turnover groups, which have been automatically provided by Amadeus.

1. Display the desired group.
2. Enter action **A** for changing.
3. Enter the new name in the second part of the **Turnover group** field.
4. Modify the service codes by overwriting, deleting or adding new codes.
5. Press Enter.

### Deleting turnover group

You can delete already-created turnover groups, if these are no longer needed. This also applies for turnover groups, which have been automatically supplied by Amadeus.

1. Enter action code **L**.
2. Press Enter.

### Printing out turnover group

1. You can print a list of your turnover groups.

   Enter action code **DRU**.
2. Press Enter.
Recreating standard/default turnover group

You can reset the original system's preset/standard/default status. Thus you are no longer responsible for maintaining the turnover groups.

1. Enter action code L.
2. Press Enter.

A submask with all turnover groups is displayed.
3. Make a doubleclick on the desired group.
The turnover group is displayed.

Searching for turnover group

1. Enter action code S.
2. Press Enter.

Displaying turnover groups

1. Enter action code D.
2. Enter the desired turnover group.
3. Press Enter.

KD - Customer Data

A total of two masks are available for customer-data administration:
• KD mask customer data (single customer numbers, bulk customer numbers)
• KDP mask for personal data, which belongs to a customer number

Via the KD mask, you can administer your customer data with customer numbers. The following data can be recorded:
• The customer's name and address
• Bank data
• Customer data for sales processing

Customer lists and labels can also be printed from the KD mask, which requires a laser or dot matrix printer or a document printer.
Via the KDP you can administer the personal data (e.g. travellers, orderers) belonging to a customer number, which you have recorded in the KD mask, personal data of a customer can be recorded.

Customer lists and labels can also be printed from the KDP mask, which requires a laser or dot matrix printer or a document printer.

Mask description KD

genral customer data

<table>
<thead>
<tr>
<th>Field</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action</td>
<td>Enter one of the possible action codes</td>
</tr>
<tr>
<td>Customer no</td>
<td>Enter the customer number in two parts</td>
</tr>
<tr>
<td>Rest of labels</td>
<td>number of reminding labels</td>
</tr>
<tr>
<td>Labels per customer</td>
<td>label print per customer</td>
</tr>
<tr>
<td>From</td>
<td>label print from</td>
</tr>
<tr>
<td>To</td>
<td>label print to</td>
</tr>
<tr>
<td>Department</td>
<td>when using transactions KUS, KES, KEP, KLI and GEB, an entry in this field serves as a search criterion.</td>
</tr>
<tr>
<td>Imprint</td>
<td>Input:</td>
</tr>
<tr>
<td></td>
<td>For transactions KES or KEP:</td>
</tr>
<tr>
<td></td>
<td>K = customer number</td>
</tr>
<tr>
<td></td>
<td>A = contact name</td>
</tr>
<tr>
<td></td>
<td>KA or AK = 1st customer number 2nd contact name</td>
</tr>
<tr>
<td></td>
<td>blank = customer address only</td>
</tr>
<tr>
<td></td>
<td>For transaction KLI:</td>
</tr>
<tr>
<td></td>
<td>T = telephone list</td>
</tr>
<tr>
<td></td>
<td>blank = address list</td>
</tr>
<tr>
<td></td>
<td>PL = list of CR numbers with non-automatically system generated postal codes.</td>
</tr>
</tbody>
</table>

discount-notice  printing of a discount and bonus notice on sales receipts

Button: Display additional Data  display a mask with further data

Button: Close additional data  close the submask

Customer data

<table>
<thead>
<tr>
<th>Field</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name 1</td>
<td>form of address and title (if applicable)</td>
</tr>
<tr>
<td>Field</td>
<td>Explanation</td>
</tr>
<tr>
<td>----------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Name 2</td>
<td>when using transactions <strong>KUE</strong> for the creation of:</td>
</tr>
<tr>
<td></td>
<td>1. Individual Customer Number: NAME field = Customer Name</td>
</tr>
<tr>
<td></td>
<td>2. Collective Customer Number: NAME field = DIVERSE</td>
</tr>
<tr>
<td></td>
<td>when using transaction <strong>KUS</strong>:</td>
</tr>
<tr>
<td></td>
<td>• customer name:</td>
</tr>
<tr>
<td></td>
<td>• a part of the customer name and '.' only</td>
</tr>
<tr>
<td>Address data</td>
<td>customer address data in desired form.</td>
</tr>
<tr>
<td>Cust type</td>
<td>select <strong>P</strong> for private customers or <strong>O</strong> for fiscal unit or <strong>F</strong> for corporate customers</td>
</tr>
<tr>
<td></td>
<td><strong>P</strong> is set as default</td>
</tr>
<tr>
<td>VAT Reg. No</td>
<td>You can store the corresponding VAT Registration Number for each corporate customer or the two-letter ISO country code.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> No entry for private customers (<strong>P</strong>)!</td>
</tr>
<tr>
<td></td>
<td><strong>Germany</strong></td>
</tr>
<tr>
<td></td>
<td>VAT Reg No or DE for German corporate customers</td>
</tr>
<tr>
<td></td>
<td><strong>EU countries</strong></td>
</tr>
<tr>
<td></td>
<td>VAT Reg No for corporate customers</td>
</tr>
<tr>
<td></td>
<td>Two-letter ISO country code for non-EU countries (e.g. CH for Switzerland)</td>
</tr>
<tr>
<td>Contact</td>
<td>name of the contact person at the customer.</td>
</tr>
<tr>
<td>Sorting-name</td>
<td>customer name that will be used as a search criterion when using transactions <strong>KUS and KLI</strong></td>
</tr>
<tr>
<td>Account owner</td>
<td></td>
</tr>
<tr>
<td>Bank code / BIC</td>
<td>bank code or BIC number</td>
</tr>
<tr>
<td>Account no. / IBAN</td>
<td>bank account or IBAN number</td>
</tr>
<tr>
<td>Bank</td>
<td>name of the customer's bank.</td>
</tr>
<tr>
<td>Closing</td>
<td>date from which invoices should no longer be issued to the customer in the form: DDMMJJ (D = Day, M = Month, Y = Year).</td>
</tr>
<tr>
<td>Credit limit</td>
<td>customers credit limit (no decimals), information is for your own use only.</td>
</tr>
<tr>
<td>Advance</td>
<td>maximum 2 digit number of countdown days to the delivery of travel documents before commencement of travel.</td>
</tr>
<tr>
<td>Delivery type</td>
<td><strong>P</strong> = Postal Delivery. desired delivery method or leave blank.</td>
</tr>
<tr>
<td>Processing office</td>
<td>code of the individual travel agency that handles (services) the customer's account. Alphanumeric characters are allowed.</td>
</tr>
<tr>
<td>Corporate group</td>
<td>pre-assigned code for corporate group consolidation.</td>
</tr>
</tbody>
</table>
### Field | Explanation
--- | ---
**Company ID** | numerical code, required only when cooperating with a computer service center (may be used for consolidation purposes, for example).
**CI ID** | collective invoice code.
**OPL ID** | pre-assigned code (only necessary if processed through a computer service center).
**FOP** | code for the form of payment agreed upon with your customer.
**REF** | Amadeus reference number 1 - 100 for the processing of collective customer invoices for a given Amadeus Reference Number.

### Recording customer data

You can:
- record customer numbers for single customers (e.g. company or private customers)
- record bulk customer numbers (for example DIVERSE)
- enter additional customer data

#### Recording customer number for individual customer

Requirement:
The customer is a regular customer, for whom you issue sales receipts.

1. Enter the action code **KUE**.
2. Enter the Customer no.:
   - **Note:** The customer number has 6 digits and must be entered freely defined in the first part of the Customer no. field. If you are working together with a service data center, the customer numbers are grouped. Please contact your accounting department.
3. Enter the form of **Address**: the corresponding title or part of the customer and the name respectively into the name 1 and 2 field.
4. Enter the **Name**.
5. Enter the **Sorting-name**, which is to be used in the sorting and selection function.
   - **Caution:** To transfer the surname and first name into the TOMA mask correctly, the Name/First name (e.g. Meier/Hans) must be recorded. This ensures the surname and first name are successfully separated for the allocated fields in the Amadeus Tour Market accounting information.
   - **Note:** If this field is left empty, the entry in the name field is used by default for the sorting and selecting function. In the case of several...
entered names, the name to be used can be identified with an
(asterisk) at the end of the name.

6. Enter optional additional entries.

**Note:** You can input additional entries. See Mask description, if you need more information.

7. Press Enter.

**Recording bulk customer number in KD**

**Requirement:**
You want to create credit sale receipts for customers, for whom you haven't recorded an individual customer number.

1. Enter action code **E** for recording customer data.
2. Enter the Customer no.

**Note:** The customer number has 6 digits and must be entered freely defined in the first part of the Customer no. field. If you are working together with a service data center, the customer numbers are grouped. Please contact your accounting department.

3. Enter the **Name**: DIVERSE.
4. Press Enter.

**Entering additional customer data in KDP**
You can record additional data for a specific customer, e.g. company credit card.

1. Record customer data.
2. Enter the action code **E**.
3. Enter the customer number.

**Note:** Input the customer number under which the customer is entered, in the first part of Customer no.. In the second part of Customer no. the KDP number. Additional customer data are saved under the KDP numbers 99991-99993.

4. Enter the additional data.
5. Press Enter.

**Displaying number ranges KD**
You can display the customer number ranges.

1. Enter action code **NKD**.
2. Press Enter.

**Changing number ranges KD**
You can change the number ranges. The system then automatically allocates the customer numbers.

1. Enter action code: **NKA**.

The number ranges can now be overwritten/changed, as desired.
2. Press Enter.

**Editing customer data**

You can:

- display data
- search data
- change data
- deactivate data
- reactivate data
- delete data

**Displaying customer data**

1. Enter the action code D for displaying customer data.
2. Enter in the **Customer no field** the customer data as 6 digits.
3. Press Enter.

The customer data are displayed.

**Searching for customer data**

You can display a customer profile, whose customer number you no longer know.

1. Enter the action code S for searching for customer data.
2. Enter the search criteria.

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Entry</th>
<th>Display</th>
</tr>
</thead>
<tbody>
<tr>
<td>complete list according to customer numbers</td>
<td><strong>Customer no.</strong> . (Full stop)</td>
<td>list sorted according to Customer no., Sorting-name, Telephone, Street, City</td>
</tr>
<tr>
<td>overview of a particular number range</td>
<td><strong>Customer no.</strong> First portion of a customer number (max. of 5 digits), incl. lead zeros, followed by a . (full stop) Example: 14.</td>
<td>list sorted according to the number range entered by you, here from 140000 to 149999</td>
</tr>
<tr>
<td>complete alphabetic list of names</td>
<td><strong>SURNAME</strong> . (Full stop)</td>
<td>list sorted according to Sorting-name, Customer no., Telephone, Street, City</td>
</tr>
<tr>
<td>list according the first letters of the customer's name</td>
<td><strong>NAME</strong> First letter/s of a customer's name, followed by a . (Full stop) Example: Muel.</td>
<td>list sorted according to Sorting-name, Customer no., Telephone, Street, City, which meet the criteria</td>
</tr>
</tbody>
</table>

3. Enter in the field **Processing office** the travel agency's department which is responsible for the customer. (optional).
4. Press Enter.

A list which accords with the search criteria entered by you is displayed. The action D is set with by default. You can display the customer data.

**Changing customer data**

1. Display the customer data.
2. Make the changes.
3. Enter action code KUA.
4. Press Enter.

**Caution:** Upon changing the customer name, the **Sorting-name** and **Account owner** field must also be changed.

**Changing customer number**

1. Enter action code **KUL** to delete the customer number.
2. Press Enter.
3. Enter the action code **KUE** for recording customer data.
4. Enter the new customer number in the field **Customer no.**
   
   **Note:** The customer number has 6 digits and must be entered freely defined in the first part of the **Customer no.** field. If you are working together with a service data center, the customer numbers are grouped. Please contact your accounting department.

5. Press Enter.

The customer number is changed. Any possible entered personal data is also saved under the new customer number.

**Deactivate customer data**

You can temporarily deactivating a certain customer, as the customer is not able to pay at this time.

1. Enter the action code **KUA**.
2. Enter the deactivation date from which the customer is to be deactivated.
3. Press the Enter
   
   **Note:** You cannot display any credit sales receipts for this customer, after the entered deactivation date.

**Reactivating customer number**

**Requirement:**

The customer number was deleted on the same day as the reactivation is to be carried out.

1. Enter the action code **KUA**.
2. Delete the deactivation date.
3. Press the Enter.
Deleting customer data

1. Display customer data.
2. Enter the action code L.
3. Press Enter.

The personal data entered for this customer number in the KDP mask are also automatically deleted.

Note: The data is only on the next day deleted for good. Upon displaying search lists on the same day, deleted customer data is marked with an * (asterisk).

Print functions

You can:

- Print customer labels
- Print customer list

Printing customer labels

1. Record your customer data.
2. Enter action code KES.
3. Set printing area.

You have the following input options in the From and To fields:

- From and To (full stop)

Customers labels are printed for all customers.

FROM and TO full customer number

Customer labels for the selected area are printed:

- FROM and TO Portion of the customer number (max. 5-digits), followed by a.(FULL STOP)

Customer labels for the selected area are printed.

- From and To First letters of the sorting name (max. 5 letters), followed by a . (full stop)

Customer labels for the selected area are printed.

4. Optional additional entries.

You can input additional entries in the following fields:

- Rest of labels Number of labels on the label sheet, if less than 8.
- Labels per customer Number of labels to be printed per customer, if more than 2
- Department Travel agency's department, which is responsible for the customer

Imprint several options:

- A - Contact is also printed
- A - Customer number is also printed
- **AK** - Contact and customer number are also printed

5. Press Enter.

The printer requests Document 20.

**Note:** If the receipt is printed with a document printer using Amadeus Pro-Printer Software, it is important to insert the receipt within five minutes. Otherwise, the following message appears: Please activate “Continue Print-out”.

### Printing customer list

1. Enter **Action** code **KLI** for printing customer lists.

2. Set printing area:
   
   You have the following input options in the **From** and **To** fields:
   
   **From** and **To**. (full stop)
   
   A customer list with all customers is printed.

   **FROM** and **TO** full customer number
   
   A customer list for the selected area is printed.

   **FROM** and **TO** Portion of the customer number (max. 5-digits), followed by a full stop.
   
   A customer list for the selected area is printed.

   **From** and **To** First letters of the sorting name (max. 5 letters), followed by a full stop.
   
   A customer list for the selected area is printed.

   **Note:** A maximum of 450 customer data records are printed. If there are more customer data records, reset the printing area.

3. You can input additional entries in the following fields **Imprint T**.

The telephone number is printed, instead of the address.

The **Processing office** department of the travel agency, which is responsible for the customer.

Only a customer list for this department is printed.

4. Press Enter.

The printer requests blank paper. The customer list is sorted according to customer numbers or alphabetically, depending on what is entered.

**Note:** If the receipt is printed with a document printer using Amadeus Pro-Printer Software, it is important to insert the receipt within five minutes. Otherwise, the following message appears: Please activate “Continue Print-out”.

### KDP - Persons Customer Data

Via the **KDP** mask you can administer the personal data (e.g. travellers, orderers) belonging to a customer number, which you have recorded in the **KD** mask
You can also:

- process personal data
- print personal labels
- print lists of persons

**Mask description KDP**

**General customer data**

<table>
<thead>
<tr>
<th>Field</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action</td>
<td>enter the action code</td>
</tr>
<tr>
<td>Customer no</td>
<td>enter the customer number</td>
</tr>
</tbody>
</table>
| Type of person | Input: user-defined code for the person  
                 B = Purchaser  
                 T = Traveller  
                 P = Private customer  
                 etc. |
| Address as | Input:  
             - blank (the default value for the ADDRESS LIKE field is 000).  
             - traveller number (001-990) |
| Number of references | is displayed by the system |
| Rest of labels | count of remaining labels |
| Labels per customer | label per customer |
| From | label print from |
| To | label print to |
| Department | Input: Max. 4 character code of the department within your travel agency serving this customer. |
| Data from KD | Check Box Field |
| Imprint | label printout  
          Input: When using transactions KES or KEP:  
          blank = traveller's name will be printed under the company name.  
          F = As above, but additionally ‘z. H.’ is printed before the name.  
          P = travellers name will be printed before the company name. |

**Button: Display additional Data**

- a submask is displayed

**Button: Close additional data**

- the submask is closed

Currency
displayed by the system
### Field

<table>
<thead>
<tr>
<th>Field</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Secured</td>
<td>Input: blank = the currency is not protected and can be changed in the TV with action X. checkmark = currency is protected in VERK and TV against being overwritten/converted</td>
</tr>
<tr>
<td>EUR from</td>
<td></td>
</tr>
</tbody>
</table>

### Customer data

<table>
<thead>
<tr>
<th>Field</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name 1</td>
<td>prefix, company name if necessary</td>
</tr>
<tr>
<td>Name 2</td>
<td>name of the company</td>
</tr>
<tr>
<td>Traveller-department</td>
<td>Input: Name of the department in the company in which the customer contact is employed.</td>
</tr>
<tr>
<td>Traveller</td>
<td>name of the Person Travelling</td>
</tr>
<tr>
<td>Sorting-name</td>
<td>sort Name for the Traveller (Person)</td>
</tr>
<tr>
<td>Street</td>
<td></td>
</tr>
<tr>
<td>Land</td>
<td>ISO country code</td>
</tr>
<tr>
<td>PC (Street)</td>
<td>postal code when entering a street</td>
</tr>
<tr>
<td>P.O. Box</td>
<td>postal office box</td>
</tr>
<tr>
<td>PC (P.O. Box)</td>
<td>postal code of the P.O. Box</td>
</tr>
<tr>
<td>City</td>
<td></td>
</tr>
<tr>
<td>Telephone</td>
<td></td>
</tr>
<tr>
<td>E-Mail</td>
<td>E-mail address field allows up to 60 letters</td>
</tr>
<tr>
<td>Fax</td>
<td></td>
</tr>
<tr>
<td>Mobile</td>
<td></td>
</tr>
<tr>
<td>Date of birth</td>
<td>date of birth in the form DDMMYY (D = Day, M - Month, Y - Year)</td>
</tr>
<tr>
<td>Smoker</td>
<td>checkmark, if the customer wishes a smoker seat</td>
</tr>
<tr>
<td>Nationality</td>
<td>citizenship of the customer.</td>
</tr>
<tr>
<td>Type</td>
<td>service (Complimentary)</td>
</tr>
<tr>
<td>Number</td>
<td>1 to a maximum of 9999 quantity of flight or other transportation time-tables to ship.</td>
</tr>
<tr>
<td>Processing office</td>
<td>code of the individual travel agency that handles the customer's account. Alphanumeric characters are allowed.</td>
</tr>
<tr>
<td>Data from KD</td>
<td>check box field.</td>
</tr>
<tr>
<td>Service provider</td>
<td>service provider code</td>
</tr>
<tr>
<td>Class</td>
<td>desired class of service with service provider.</td>
</tr>
<tr>
<td>Seat</td>
<td>seating Preference</td>
</tr>
<tr>
<td>Status</td>
<td>status of person with service provider</td>
</tr>
</tbody>
</table>
### Field | Explanation
--- | ---
Excl | 
Credit card | credit Card Company (2 character abbreviation) 
Credit card no. | maximum 16 digit credit card number. 
Expiration date | expiration date of the credit card 
Excl | 
BahnCard no. | Bahncard number (German Rail discount card) of the traveller, entry is for your information only. 
GKR-no. | entering DB major-customer discount number 
Note | desired remarks relating to the customer information.

### Processing personal data

You can:
- display, search, change and delete the recorded personal data
- display birthday list

#### Displaying personal data

1. Enter action code D for displaying personal data.
2. Enter the customer number under which the customer is entered, in the first part of Customer no. In the second portion of Customer no., enter the KDP number, under which the person is recorded, for example 00001.
3. Press Enter.

The personal data is displayed and the Action field is preset with KUA = Change personal data.

#### Search for personal data

You can search for persons, whose KDP numbers you no longer know.

1. Enter action code S for searching for personal data.
2. Enter the customer number under which the customer is entered, in the first part of Customer no.
3. Enter the search criteria.

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Entry</th>
<th>Display</th>
</tr>
</thead>
<tbody>
<tr>
<td>complete list, according to KDP numbers</td>
<td>second portion of Customer no. (Full stop)</td>
<td>list sorted according to KDP no., Sorting-name, Telephone, Street, City</td>
</tr>
</tbody>
</table>
### Criteria

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Entry</th>
<th>Display</th>
</tr>
</thead>
<tbody>
<tr>
<td>overview of a particular number range</td>
<td>second portion of the Customer no. part of the KDP number (max. 4 digits), followed by a. (full stop)</td>
<td>list, sorted according to the number range entered by you</td>
</tr>
<tr>
<td>complete alphabetic list of names</td>
<td>Name 1: . (Full stop)</td>
<td>list sorted according to Sorting-name, Customer no., Telephone, Street, City</td>
</tr>
<tr>
<td>list according the first letters of the customer's name</td>
<td>Name 1 First letter/s of a customer's name, followed by a. (Full stop)</td>
<td>list sorted according to Sorting-name, KDP no., Telephone, Street, City, which meet the criteria</td>
</tr>
</tbody>
</table>

4. **Enter possible additional data:**

The **Department** for the travel agency's department, which is responsible for the customer and/or **Type of person** for type of person as an additional limiting criterion.

5. **Press Enter.**

A list which accords with the search criteria entered by you is displayed. The **Action** field is set with **KUD** by default. You can display the customer data.

**Note:** If you have the wrong customer displayed, you can return to the search list with **Action SF** for continuing searching.

### Change personal data

1. Display the data.
2. Enter your changes into the desired fields.
3. Press Enter.

**Note:** Upon entering the person's name, the **Sorting-name** must also be changed.

### Change KDP number

1. Display the data.
2. Enter action code **L** for deleting customer number.
3. Press Enter.
4. Enter Action code **D** and the old **KDP** number.
5. Press Enter.
6. Enter the action code **E** for recording customer data.
7. Enter the KDP number, under which the person is to be recorded, in the second portion of the **Customer no.** field.
8. Press Enter.
Delete personal data
1. Display data.
2. Enter action code L for deleting customer number.
3. Press Enter.

Note: The data is not permanently deleted until the following day. Upon displaying search lists on the same day, deleted customer profiles are marked with an * (asterisk).

Display date of birth list
You can display a birthday list.

Requirement:
Your have recorded personal data with date of birth.
1. Enter the action code GEB for display birthday list.
2. Optional additional entries:
   You can enter additional entries in the following fields: GEB for the date with which the birthday list should begin.
   Note: If this field is left empty, the list begins with the current date.
3. Press Enter.

The birthday list is displayed.

Display CC details unencrypted
1. Display the data.
2. Enter action code KDC for an unencrypted display of the personal and cc data.
3. Press Enter.

Change CC details
1. Display the data.
2. Enter action code KDC for an unencrypted display of the personal and cc data.
3. Press Enter.
4. Modify the cc details.
5. Enter action code KAC for an changing the personal and cc data.
6. Press Enter.

Note: The action codes KDC and KAC can only performed by travel agents having the authorization classes 1, 4 and 8.

Recording personal data
You can record the personal dataa which belongs to a customer number (e.g. traveller, orderer).

Requirements:
The following actions are required:

- **Recording customer number for individual customer** on page 474
- **Recording bulk customer number in KD** on page 475

1. Enter action code **E** for record customer data.

2. Enter the customer number under which the customer is entered, in the first part of Customer no. In the second portion of Customer no., enter the KDP number, under which the person is to be recorded.

   **Note:** If the second portion is left empty, the system automatically allocates the smallest, free KDP number.

3. Enter the customer's name into the **Name 1** field.

4. Enter the **Sorting-name**, which is to be used in the sorting and selection function.

   **Note:** If this field is left empty, the entry in the name field is used by default for the sorting and selecting function. In the case of several entered names, the name to be used can be identified with an * (asterisk) at the end of the name.

5. You can enter additional entries in the following fields:

<table>
<thead>
<tr>
<th>Field</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of person</td>
<td>Type of person (e.g. R = Traveller, G = Managing director, U = Sub-agent, B = Purchaser )</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> The Type of person: U = Sub-agent and V = Suppress LTR info can be set up under the KDP no. 99991.</td>
</tr>
<tr>
<td>Name 1</td>
<td>company's name, if different from that belonging to the customer number</td>
</tr>
<tr>
<td>Traveller-department</td>
<td>travel agency's responsible department</td>
</tr>
<tr>
<td>sorting name</td>
<td>company's contact, if different from the customer number</td>
</tr>
<tr>
<td>Street</td>
<td>street address</td>
</tr>
<tr>
<td>PC (P.O. Box)</td>
<td>postal code of post-office box</td>
</tr>
<tr>
<td>PC (Street)</td>
<td>postal code of the street address</td>
</tr>
<tr>
<td>P.O. Box</td>
<td>post-office box</td>
</tr>
<tr>
<td>City</td>
<td>city</td>
</tr>
<tr>
<td>Telephone</td>
<td>person's telephone number</td>
</tr>
<tr>
<td>Telex</td>
<td>person's telex number</td>
</tr>
<tr>
<td>Fax</td>
<td>fax number</td>
</tr>
<tr>
<td>Mobile</td>
<td>mobile telephone number</td>
</tr>
<tr>
<td>Date of birth</td>
<td>date of birth</td>
</tr>
<tr>
<td>S/N</td>
<td><strong>S = Smoker / N = Non-smoker</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> This field is called Smoker? within Amadeus Vista. A check mark is set by clicking the field. You therewith indicate within Vista, that the customer is a smoker.</td>
</tr>
<tr>
<td>Field</td>
<td>Explanation</td>
</tr>
<tr>
<td>---------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>VERJ</td>
<td>Nationality (e.g. D for German)</td>
</tr>
<tr>
<td>Nationality</td>
<td>type of services</td>
</tr>
<tr>
<td>Number</td>
<td>number of services</td>
</tr>
<tr>
<td>LTR</td>
<td>service providers Entry of the service provider abbreviation</td>
</tr>
<tr>
<td>Class</td>
<td>class (e.g. C for Business, 1 for 1st Class)</td>
</tr>
<tr>
<td>Seat</td>
<td>seat (e.g. A for Aisle, W for Window)</td>
</tr>
<tr>
<td>Status</td>
<td>customer's status with the service provider</td>
</tr>
<tr>
<td>Exclusive</td>
<td>The following options are possible:</td>
</tr>
<tr>
<td></td>
<td>FLUG = The data is displayed in the first item when processing an order in</td>
</tr>
<tr>
<td></td>
<td>Amadeus German Local Content</td>
</tr>
<tr>
<td></td>
<td>BAHN = The data is only displayed when processing orders in DB procedures</td>
</tr>
<tr>
<td>Credit card</td>
<td>credit card company</td>
</tr>
<tr>
<td>Credit card no.</td>
<td>credit-card number</td>
</tr>
<tr>
<td>Expiration date</td>
<td>the credit card's expiration date in MMYY format</td>
</tr>
<tr>
<td>BahnCard no.</td>
<td>16-digit BahnCard number</td>
</tr>
<tr>
<td>Expiration date</td>
<td>the credit card's expiration date in MMYY format</td>
</tr>
<tr>
<td>GKR-no.</td>
<td>entry of the GKR number</td>
</tr>
<tr>
<td>Note</td>
<td>remarks</td>
</tr>
</tbody>
</table>

6. Press Enter.

**Recording additional personal data**

You can add additional data to a personal profile, which is then transferred into the sales receipt creation.

1. Click on **Display additional data**.
2. Press Enter.
   The **Action** field is preallocated by default with **KZA** for change additional customer data.
3. Enter the customer's additional data in the following fields:
   • KKS - Customers cost center
   • PROJ - Project no.
   • BEM 1/2 - Remark 1 + 2
   • PERS-NR - Personnel no
4. Press Enter.
5. Exit Additional data: Click on **Close additional data**.
6. Press Enter.

The personal additional data are saved and can be transferred into the sales receipt creation.

Print functions

You can:

• Print customer labels
• Print lists of persons

Printing customer labels

1. Enter the action code KES for printing customer labels/street and P.O. Box.
2. Enter the customer number (Six digits customer number in the first portion).
3. Set the printing area.

   You have the following entry options:
   - From and To (full stop)
   - From and To full KDP number
   - From and To Portion of the KDP number (max. 5 digits), followed by a . (full stop).
   - From and To First letters of the sorting name (max. 5 letters), followed by a. (full stop).

4. You can enter additional entries in the following fields:

   • Type of person for additional selection
   • Rest of labels number of labels on the label sheet, if less than 8
   • Labels per customer number of labels to be printed per customer, if more than 2
   • Department Travel agency's department, which is responsible for the customer

5. Press Enter.

The printer requests document 20. Customer labels for the selected area are printed.

Printing list of persons

You can print the persons belonging to a customer number as a list.
1. Enter action code KLI for Print customer lists.
2. Enter the customer number (Six digits customer number in the first portion).
3. Set printing area.

You have the following input options in the From and To fields:

   • From and To full KDP number
   • From and To Portion of the KDP number (max. 5 digits), followed by a . (full stop)
- From and To First letters of the sorting name (max. 5 letters), followed by a. (full stop)

4. Press Enter.

The printer requests a white, blank sheet. The list of persons is printed for the selected area.

Lists and Codes

Here you find an overview over codes and lists, useful when working with the procedures of the German Local Content component:

- authorization classes
- Amadeus sales codes
- sales receipt types
- exchange document codes
- commission codes
- document numbers
- ISO code

Authorization classes

Access to individual system functions of the German Local Content component and Amadeus Bahn is controlled via authorization classes.

Class 1: access to all functions and transactions
Class 2-4: limited access
Class 8: allows the administrator to set up and administrate the consultant numbers

Table: administrative functions

<table>
<thead>
<tr>
<th>Function</th>
<th>Classes</th>
</tr>
</thead>
<tbody>
<tr>
<td>BELG Document functions</td>
<td></td>
</tr>
<tr>
<td>Display saved service vouchers - EXP</td>
<td>1,2,3,4</td>
</tr>
<tr>
<td>Display saved service vouchers - Customer</td>
<td>1,2,3,4</td>
</tr>
<tr>
<td>Display saved service vouchers - BST</td>
<td>1,2,4</td>
</tr>
<tr>
<td>Display open processing numbers EXP -</td>
<td>1,2,3,4</td>
</tr>
<tr>
<td>Display printer memory</td>
<td>1,2,3,4</td>
</tr>
<tr>
<td>Display prepared documents</td>
<td>1,2,3,4</td>
</tr>
<tr>
<td>BSTG/BSTV - Branch master data</td>
<td></td>
</tr>
<tr>
<td>Record master data</td>
<td>1</td>
</tr>
<tr>
<td>Display branch master data</td>
<td>1,2,3,4</td>
</tr>
<tr>
<td>Change branch master data</td>
<td>1</td>
</tr>
<tr>
<td>Function</td>
<td>Classes</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>---------</td>
</tr>
<tr>
<td><strong>CC - Credit card procedures</strong></td>
<td>1,2,3</td>
</tr>
<tr>
<td><strong>DRFO - Continue print-out</strong></td>
<td></td>
</tr>
<tr>
<td>Continue print-out</td>
<td>1,2,3,4</td>
</tr>
<tr>
<td>Continue print-out without reprint</td>
<td>1,2,3,4</td>
</tr>
<tr>
<td><strong>DRST Print controls</strong></td>
<td></td>
</tr>
<tr>
<td>Display printer/POS allocation</td>
<td>1,2,3,4</td>
</tr>
<tr>
<td>Change ECO printer allocation</td>
<td>1,2</td>
</tr>
<tr>
<td>Change document printer allocation</td>
<td>1,2</td>
</tr>
<tr>
<td>Change ATB printer allocation</td>
<td>1,2</td>
</tr>
<tr>
<td>Activate/Deactivate ATB printer</td>
<td>1,2</td>
</tr>
<tr>
<td>Change POS allocation</td>
<td>1,2</td>
</tr>
<tr>
<td>Stop printing</td>
<td>1,2,3,4</td>
</tr>
<tr>
<td>Return vouchers</td>
<td>1,2,3,4</td>
</tr>
<tr>
<td>Reprint protocol</td>
<td>1,2,3,4</td>
</tr>
<tr>
<td>Reroute printer memory</td>
<td>1,2</td>
</tr>
<tr>
<td>Activate document administration for ATB/NT</td>
<td>1,2,3,4,8</td>
</tr>
<tr>
<td>Electronic TKT on blank paper</td>
<td>1,2,3,4,8</td>
</tr>
<tr>
<td>Activate CC receipt printing</td>
<td>8</td>
</tr>
<tr>
<td>Deactivate CC receipt printing</td>
<td>8</td>
</tr>
<tr>
<td><strong>EXP - Travel agent functions</strong></td>
<td></td>
</tr>
<tr>
<td>Record travel agent data</td>
<td>8</td>
</tr>
<tr>
<td>Display travel agent data</td>
<td>1,2,3,4,8</td>
</tr>
<tr>
<td>Search travel agent data</td>
<td>1,2,3,4,8</td>
</tr>
<tr>
<td>Change travel agent name (own)</td>
<td>1,2,3,4</td>
</tr>
<tr>
<td>Change travel agent name (others)</td>
<td>8</td>
</tr>
<tr>
<td>Delete travel agent data</td>
<td>8</td>
</tr>
<tr>
<td>Assign new authorization classes</td>
<td>1,8</td>
</tr>
<tr>
<td>Set new password</td>
<td>1,2,3,4,8</td>
</tr>
<tr>
<td>Delete password</td>
<td>1,8</td>
</tr>
<tr>
<td><strong>OPT - options</strong></td>
<td></td>
</tr>
<tr>
<td>Display settings</td>
<td>1,2,3,4,</td>
</tr>
<tr>
<td>Change settings</td>
<td>8</td>
</tr>
<tr>
<td><strong>SISO - Sign In/Sign Out</strong></td>
<td></td>
</tr>
<tr>
<td>Sign in new branch</td>
<td>8</td>
</tr>
<tr>
<td>Sign in branch</td>
<td>1,2,4</td>
</tr>
<tr>
<td>Print branch protocol</td>
<td>1,2,4</td>
</tr>
<tr>
<td>Sign out branch</td>
<td>1,2,4</td>
</tr>
<tr>
<td>Function</td>
<td>Classes</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>---------</td>
</tr>
<tr>
<td>Sign in travel agent</td>
<td>1,2,3,4,8</td>
</tr>
<tr>
<td>Print travel agent protocol</td>
<td>1,2,3,4</td>
</tr>
<tr>
<td>Sign out travel agent</td>
<td>1,2,3,4</td>
</tr>
<tr>
<td>Allocate new travel agent code</td>
<td>1,2,3,4,8</td>
</tr>
</tbody>
</table>

**Event Tickets**

<table>
<thead>
<tr>
<th>Function</th>
<th>Classes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ticket pre-sale</td>
<td>1,2,3,4</td>
</tr>
</tbody>
</table>

**KD/KDP - customer file**

<table>
<thead>
<tr>
<th>Function</th>
<th>Classes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Record customer data</td>
<td>1,2,4</td>
</tr>
<tr>
<td>Display customer data</td>
<td>1,2,3,4</td>
</tr>
<tr>
<td>Search for customer data</td>
<td>1,2,3,4</td>
</tr>
<tr>
<td>Change customer data</td>
<td>1,2,4</td>
</tr>
<tr>
<td>Delete customer data</td>
<td>1,4</td>
</tr>
<tr>
<td>Change customer number</td>
<td>1,4</td>
</tr>
<tr>
<td>Print customer labels</td>
<td>1,2,3,4</td>
</tr>
</tbody>
</table>

**KURS Currency conversion**

<table>
<thead>
<tr>
<th>Function</th>
<th>Classes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Display exchange rates</td>
<td>1,2,3,4</td>
</tr>
<tr>
<td>Record exchange rates</td>
<td>1</td>
</tr>
<tr>
<td>Change exchange rates</td>
<td>1</td>
</tr>
<tr>
<td>Delete exchange rates</td>
<td>1</td>
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**UMS/UMSZ - Turnover functions**

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**VERK Creating sales**

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**ZAEH Counter functions**

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**Table: touristic functions**

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**Table: rail functions**

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**Sales codes 8000-9389**

**Table: Amadeus sales codes 8000 - 9389**

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<td>DER SFS FOR. CURR.</td>
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<td>9932</td>
<td>DER HOLIDAY FLAT</td>
</tr>
<tr>
<td>9933</td>
<td>DER ABC PROGRAM</td>
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<td>ABR HOLIDAY FLAT</td>
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<tr>
<td>9937</td>
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</tr>
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<td>PREPAYMENT FEE</td>
</tr>
<tr>
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<td>VOID EVENT</td>
</tr>
<tr>
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</tr>
<tr>
<td>9941</td>
<td>AIR TICKET INTERN.</td>
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<td>9972</td>
<td>EUROP CAR AUTOVERM.</td>
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# Sales receipts types

The following types of sales receipts are available:

<table>
<thead>
<tr>
<th>sales receipt code (entry in the field Sales receipt)</th>
<th>explanation</th>
<th>document ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>K</td>
<td>Sales slip - cash sales receipt</td>
<td>17 / 18</td>
</tr>
<tr>
<td>A</td>
<td>Payment receipt - refund receipt for cash payments</td>
<td>17 / 18</td>
</tr>
<tr>
<td>R</td>
<td>Invoice</td>
<td>17 / 18</td>
</tr>
</tbody>
</table>
### Exchange document code

When manually recording air tickets for
- a changed air ticket
- an air ticket charged to a credit card
- a conjunction ticket

a code must be entered into the UD field of the VERK mask.

**Table: Overview of exchange codes**

<table>
<thead>
<tr>
<th>code</th>
<th>explanation</th>
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<td>newly issued airline ticket</td>
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<tr>
<td>10</td>
<td>airline ticket accepted as payment</td>
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<tr>
<td>11</td>
<td>UATP/Airplus</td>
</tr>
<tr>
<td>code</td>
<td>explanation</td>
</tr>
<tr>
<td>------</td>
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</tr>
<tr>
<td>12</td>
<td>American Express</td>
</tr>
<tr>
<td>13</td>
<td>Bank of America</td>
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<tr>
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<td>Visa</td>
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<td>15</td>
<td>Carte Blanche</td>
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<td>Diner's Club</td>
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<tr>
<td>17</td>
<td>Eurocard</td>
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<td>18</td>
<td>Standard Bank</td>
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<td>Access</td>
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<td>Lufthansa</td>
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<td>Single GTR program</td>
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<td>Lufthansa major customer subscription</td>
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<td>30</td>
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<td>Conjunction - with exchange ticket</td>
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<td>Special ticket no (e.g. only 6 characters)</td>
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<tr>
<td>90</td>
<td>Tour code (IT or group code)</td>
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</table>
Commission codes

Services, for which you pay a commission to other parties, have to be tagged with a commission code in the C field.

Instead of the code you can also define the commission in the **Payable commission in %** field of the VERL mask.

A modification or deletion in the C field is no longer possible once a proof of delivery (Sales receipt type: N) with this commission code has already been printed.

**Table: payable commissions: 0,5% - 27%**

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Document numbers overview

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<td>Multiple sales receipt in VERK</td>
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<td>Multiple sales receipt in VERK</td>
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<tr>
<td>20</td>
<td>Self adhesive labels in KD/ TOMA</td>
</tr>
<tr>
<td>24/0010</td>
<td>Credit card receipts in CC</td>
</tr>
<tr>
<td>24/0810</td>
<td>Amadeus cash receipt for handling electronic payment. <strong>Caution:</strong> Can only be printed with an accessory device!</td>
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<td>RCT2 (Rail Combined Ticket)</td>
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**Table: Public transportation systems (DB Associates/Verkehrsverbünde)**

**Note:** All tickets for DB associates are to be issued through VERB.

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Usage:
On these documents you can issue tickets for public transportation systems.

To be purchased from:
Druckerei Loewe Druck und Verlag GmbH

First order for Amadeus Bahn documents:
German rail arranges the distribution of documents (tickets) to travel agencies in the regions (public transportation systems or networks) or the documents have to be ordered manually through Amadeus Bahn Document administration (BEVE).

Repeat order:
A repeat order is to be set off through Amadeus Bahn Document administration (BEVE).

ISO code lists

Here you find an overview about all ISO Codes.

ISO Code List A - K

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